Workforce Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	High	Low	Medium	FCR Total
Workforce Services	1	1,298	14	1,313
	0	603	4	607
Customer Company Total	1	1,298	14	1,313
	0	603	4	607

Workforce Services

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	High	Low	Medium	MIR Total
Workforce Services	1 0	1,298 81	14 1	1,313 82
Customer Company Total	1 0	1,298 81	14 1	1,313 82

Workforce Services

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	High	Low	Medium	ATTIR Total
Workforce Services	1 0.08	1,298 0.78	14 0.29	1,313 0.78
Customer Company Total	1 0.08	1,298 0.78	14 0.29	1,313 0.78

Workforce Services

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	High	Low	Medium	MR Total
Workforce Services	1	1,298	14	1,313
	0	44	2	46
Customer Company Total	1	1,298	14	1,313
	0	44	2	46

Workforce Services

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number - Average time in hours			
	High	Low	Medium	ATTR Total
Workforce Services	1 0.24	1,298 1.72	14 1.27	1,313 1.71
Customer Company Total	1 0.24	1,298 1.72	14 1.27	1,313 1.71

Workforce Services

Detail

INC000000237732	Andrea Burton	Application	Error	None		TIR Missed: Yes	TIR:	306.18
Application Support - CUBS	Clay Peacock	Workforce Services	Low	Closed		TTR Missed: Yes	TTR:	306.18
INC000000241076	Marilyn Larsen	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.59
INC000000244308	Bill Starks	Application	Error	None		TIR Missed: Yes	TIR:	208.42
Application Support - CATS IV	Janice Folsom	Workforce Services	Low	Closed		TTR Missed: Yes	TTR:	208.42
INC000000246461	Marilyn Martello	Application	Reporting	None		TIR Missed: No	TIR:	0.27
Application Support - IVR	Janis Race-Bigelow	Workforce Services	Low	Closed		TTR Missed: Yes	TTR:	126.10
INC000000249200	Kayl Smith	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.54
INC000000250308	Joe Salazar	None	None	None		TIR Missed: Yes	TIR:	1.09
Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.09
INC000000252170	Lea Betty	Application	Error	eFIND/eSHARE		TIR Missed: Yes	TIR:	31.91
Application Support - DBA	Douglas Larsen	Workforce Services	Low	Closed		TTR Missed: Yes	TTR:	31.91
INC000000252333	Toni Sierra	Billing	None	None		TIR Missed: No	TIR:	0.10
Help Desk	Brenda Treadway	Workforce Services	Low	Closed		TTR Missed: Yes	TTR:	79.04
INC000000252783	Terresa L Graham	Remote Connectivity	Performance	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.20
INC000000252978	Gaylene Pebley	None	None	Novell GroupWise		TIR Missed: No	TIR:	0.36
Application Services	Tony Larsen	Workforce Services	Low	Resolved		TTR Missed: Yes	TTR:	123.30
INC000000253993	Greg Gardner	Application	None	None		TIR Missed: No	TIR:	0.12
Help Desk	Sarah Johnson	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.64
INC000000254105	Amberly Hoang	Application	Reporting	Remedy Service Request Mana	TIR Missed: No	TIR:	0.29
Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.74
INC000000254129	Brandon Andersen	Network	Incident	None		TIR Missed: No	TIR:	0.34
Security	Bart Grant	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.56
INC000000254322	Lindsey Johnson	Application	Password	Utah Works		TIR Missed: Yes	TIR:	51.69
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed		TTR Missed: Yes	TTR:	51.69
INC000000254748	Robyn Thomas	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.15
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed		TTR Missed: No	TTR:	2.90
INC000000254964	Doyle Bender	Telecom	Hardware	None		TIR Missed: No	TIR:	0.00
Voice Operations	Annette Nielsen	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00

Workforce Services

INC000000255014	Leyla Escobar	Application	Error	Utah Master Directory	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.32
INC000000255139	Jeff Godfrey	None	None	None	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.22
INC000000255334	Eileen Schroeder	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.16
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.92
INC000000255381	David Ashby	PC/Laptop	Virus	None	TIR Missed: Yes	TIR:	1.21
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	11.43
INC000000255392	Tricia Matz-Underwood	Print/Copy/Scan/Fax	Incident	None	TIR Missed: Yes	TIR:	1.03
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.75
INC000000255463	Lisa Butler	Telecom	None	BlackBerry Configuration	TIR Missed: Yes	TIR:	1.95
Application Services	Danielle Hood	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	9.05
INC000000255644	Andrea Sutton	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.97
INC000000255884	Gregory Whittaker	Telecom	Call/Receive	None	TIR Missed: No	TIR:	0.12
Voice Operations	Annette Nielsen	Workforce Services	Medium	Closed	TTR Missed: No	TTR:	0.62
INC000000255911	Darren Rogers	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000256013	Karen Quackenbush	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.53
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.80
INC000000256044	Jaylyn Hatch	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000256049	Michelle Phillips	Network	Incident	None	TIR Missed: No	TIR:	0.47
Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.47
INC000000256051	Steve L Hansen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.33
INC000000256053	Connie Green	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.20
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.33
INC000000256064	LeAnn Hatfield	Application	Error	Action Request System	TIR Missed: No	TIR:	0.13
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.61
INC000000256065	Brenda Johnson	Application	Reporting	None	TIR Missed: No	TIR:	0.13
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.54
INC000000256075	Judy Thatcher	Application	Error	Contributions Automated Tax Sy	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.97

Workforce Services

INC000000256083	Karen Quackenbush	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: Yes	TIR:	1.22
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.22
INC000000256096	Valerie Martin	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.50
INC000000256104	Tracy Lindquist	Application	Error	None		TIR Missed: No	TIR:	0.28
Application Support - Data Warehous	Trent Ady	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.28
INC000000256107	Kevin Shingleton	Application	Error	Contributions Automated Tax Sy		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.51
INC000000256108	Rhonda Hypio	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000256109	Dawn Nelson	Application	Error	None		TIR Missed: No	TIR:	0.10
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.30
INC000000256122	Joan Price	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000256128	Becky Coats	Application	Reporting	None		TIR Missed: No	TIR:	0.14
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.14
INC000000256131	Jolyn Bevan	Application	Error	Novell GroupWise		TIR Missed: Yes	TIR:	1.73
Metro B Desktop Support	Gary Graham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.73
INC000000256137	Gill Johns-Young	Application	Error	State Payroll Time Entry System		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.10
INC000000256149	Elaine Jensen	PC/Laptop	None	None		TIR Missed: No	TIR:	0.24
Rural South Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.68
INC000000256186	Stephanie Lemmon	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.05
INC000000256187	Paula Story	Application	Error	Utah Works Web Site		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.33
INC000000256204	Terrie Bouck	Application	Password	DWS Intranet		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000256229	Heidi Jameson	Wireless Connectivity	Error	None		TIR Missed: Yes	TIR:	1.10
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed		TTR Missed: No	TTR:	2.88
INC000000256250	Dana Simper	Application	Error	Collection Management System		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000256255	Shelley Roberts	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.21

Workforce Services

INC000000256279	Johnny Bedore III	Application	Reporting	Novell ConsoleOne	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.13
INC000000256293	Johnny Bedore III	Application	Reporting	Novell ConsoleOne	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.07
INC000000256295	Jeanne McGavin	Application	Error	Utah Works	TIR Missed: No	TIR:	0.58
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.58
INC000000256341	Carmen Bento	Application	Error	Utah Works	TIR Missed: No	TIR:	0.88
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.88
INC000000256345	Valerie Martin	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.13
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	6.58
INC000000256347	Debbie Herr	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000256357	Tene' Howell	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.13
INC000000256372	Theresa Tann	Application	Error	Content Manager	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000256378	Chris Reed	Application	Reporting	Content Manager	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.62
INC000000256389	Kimberly Carter	Network	Incident	None	TIR Missed: No	TIR:	0.09
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.09
INC000000256398	Connie Smith	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.23
INC000000256414	Tricia Cox	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.07
INC000000256426	Daisha Montgomery	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000256428	Gordon Snow	None	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.34
INC000000256430	Lani Wilson-Klingsporn	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.03
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000256440	Joyce Burningham	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000256465	Sarah Lu	Application	Error	Novell ConsoleOne	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	

Workforce Services

INC000000256468	Chris Reed	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000256486	Paula Story	Application	Error	None		TIR Missed: Yes	TIR:	4.66
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.66
INC000000256506	Marilu Uribe	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000256515	Mary Ann Bird	Application	Error	DWS Intranet		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.21
INC000000256525	Leslie Henderson	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000256555	Wayne Fillmore	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000256569	Sharen Welsh	Application	Error	State Payroll Time Entry System		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.30
INC000000256598	Yvonne Krause	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.16
INC000000256605	Jolene Costigan	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.33
INC000000256610	Jolene Costigan	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.35
INC000000256614	Jolyn Bevan	Telecom	Call/Receive	ARIES		TIR Missed: No	TIR:	0.19
	Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.20
INC000000256632	Michael Pinegar	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.08
INC000000256640	Gary Newren	Application	Error	Collection Management System		TIR Missed: No	TIR:	0.07
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.07
INC000000256651	Barbara Fischer	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.21
	Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.21
INC000000256664	Greg Paras	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000256667	Greg Paras	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000256669	Greg Paras	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

Incident	Person	Category	Type	System		TIR Missed		TIR
INC000000256670	June Conn-Solomon	Application	Error	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.59
INC000000256671	Greg Paras	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000256673	Greg Paras	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000256674	Greg Paras	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000256677	Greg Paras	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000256679	Greg Paras	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000256681	Greg Paras	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000256684	Greg Paras	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000256686	Greg Paras	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000256720	Ralph Laub	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.63
INC000000256769	Sandy Flores	PC/Laptop	Error	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.48
INC000000256781	Karen Hess	Application	Error	Utah Works		TIR Missed: No	TIR:	0.56
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.56
INC000000256784	Sharen Welsh	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000256787	Derrek Larson	Application	Error	Public Assistance Case Manage		TIR Missed: Yes	TIR:	17.74
	Application Support - PACMIS	Janet Taylor	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	17.74
INC000000256837	Gary Newren	Application	None	Action Request System		TIR Missed: No	TIR:	0.14
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.14
INC000000256842	Rebecca Sangberg	None	None	None		TIR Missed: Yes	TIR:	1.68
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.68
INC000000256843	Mimose Montes	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000256847	Weston Miller	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000256873	Kris Springer	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000256878	Wayne Fillmore	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000256891	Debbie Zaugg	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.29
INC000000256893	Jill Bingham	Application	Error	Utah Works		TIR Missed: Yes	TIR:	2.11
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.11
INC000000256901	Isaac Collard	Application	None	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.58
INC000000256918	Jay Hafen	Application	None	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.59
INC000000256920	Wayne Fillmore	Telecom	CrossTalk/Noise/Static	None		TIR Missed: No	TIR:	0.16
	Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.16
INC000000256922	Clint Gray	Application	None	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.59
INC000000256940	James McCoy	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.37
INC000000256961	Lisa Butler	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.36
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.74
INC000000256963	Susan Quist	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.33
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.72
INC000000256984	Connie Smith	Application	Password	DWS Intranet		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.61
INC000000256993	Betty Ward	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.08
INC000000256997	Greg Gardner	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000256999	Judy Gardner	Application	Error	Collection Management System		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000257009	Jason J Burton	Application	Password	PGP		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.02

Workforce Services

Incident	Requester	Category	Type	Item	TIR Missed	TIR
INC000000257018	Debbie Sparks	None	None	None	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

INC000000257018   Debbie Sparks   None   None   None   TIR Missed: No   TIR: 0.00
Operations Production Control   Christie Burnham   Workforce Services   Low   Closed   TTR Missed: No   TTR: 0.00

INC000000257019   Debbie Sparks   None   None   None   TIR Missed: No   TIR: 0.00
Operations Production Control   Christie Burnham   Workforce Services   Low   Closed   TTR Missed: No   TTR: 0.00

INC000000257022   Debbie Sparks   None   None   None   TIR Missed: No   TIR: 0.00
Operations Production Control   Christie Burnham   Workforce Services   Low   Closed   TTR Missed: No   TTR: 0.00

INC000000257033   Debbie Sparks   None   None   None   TIR Missed: No   TIR: 0.00
Operations Production Control   Christie Burnham   Workforce Services   Low   Closed   TTR Missed: No   TTR: 0.00

INC000000257034   Debbie Sparks   None   None   None   TIR Missed: No   TIR: 0.00
Operations Production Control   Christie Burnham   Workforce Services   Low   Closed   TTR Missed: No   TTR: 0.00

INC000000257036   Debbie Sparks   None   None   None   TIR Missed: No   TIR: 0.00
Operations Production Control   Christie Burnham   Workforce Services   Low   Closed   TTR Missed: No   TTR: 0.00

INC000000257037   Debbie Sparks   None   None   None   TIR Missed: No   TIR: 0.00
Operations Production Control   Christie Burnham   Workforce Services   Low   Closed   TTR Missed: No   TTR: 0.00

INC000000257069   Charles Amonett   Network   Password   Novell Client for 32-bit Windows   TIR Missed: No   TIR: 0.00
Metro A Help Desk   Liz Evans   Workforce Services   Low   Closed   TTR Missed: No   TTR: 0.00

INC000000257076   Trudy Ellis   Application   Error   Utah Electronic Resource and E   TIR Missed: No   TIR: 0.00
Metro A Help Desk   Ed Conrad   Workforce Services   Low   Closed   TTR Missed: No   TTR: 0.04

INC000000257082   Sarka Dever   Application   Error   eFIND/eSHARE   TIR Missed: No   TIR: 0.00
Metro A Help Desk   Cindy Schroeder   Workforce Services   Low   Closed   TTR Missed: No   TTR: 0.00

INC000000257087   April Larsen   Application   Password   State Payroll Time Entry System   TIR Missed: No   TIR: 0.13
Metro A Help Desk   Cindy Schroeder   Workforce Services   Low   Closed   TTR Missed: No   TTR: 0.13

INC000000257109   Robert Chambers   None   None   None   TIR Missed: No   TIR: 0.00
Metro A Desktop Support   Tracy VanderVaart   Workforce Services   Low   Closed   TTR Missed: No   TTR: 2.73

INC000000257110   Bradley Carroll   Application   Error   Novell GroupWise   TIR Missed: No   TIR: 0.00
Rural Central Desktop Support   Richard Packer   Workforce Services   Low   Closed   TTR Missed: No   TTR: 1.08

INC000000257121   Rowena York   Application   Password   Utah Works   TIR Missed: No   TIR: 0.00
Metro A Help Desk   Liz Evans   Workforce Services   Low   Closed   TTR Missed: No   TTR: 0.00

INC000000257139   Lora Wirthlin   Application   Error   Collection Management System   TIR Missed: No   TIR: 0.00
Metro A Help Desk   Cindy Schroeder   Workforce Services   Low   Closed   TTR Missed: No   TTR: 0.00

INC000000257180   Sarka Dever   Application   Error   State Payroll Time Entry System   TIR Missed: No   TIR: 0.00
Metro A Help Desk   Liz Evans   Workforce Services   Low   Closed   TTR Missed: No   TTR: 0.00

INC000000257182   Amber Trussell   None   None   None   TIR Missed: No   TIR: 0.32
Metro D North Desktop Support   Neil Smedley   Workforce Services   Low   Closed   TTR Missed: No   TTR: 0.32

Workforce Services

INC000000257199	Karen Larsen	Application	Error	FrontEnd		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.08
INC000000257202	Jeff Lesueur	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.07
INC000000257204	Timothy Dye	Application	Reporting	FrontEnd		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Medium	Closed	TTR Missed: No	TTR:	0.05
INC000000257205	Michelle Viertel	Application	Reporting	FrontEnd		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Medium	Closed	TTR Missed: No	TTR:	0.03
INC000000257209	Jennifer Domenici	Application	Error	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.21
INC000000257236	Verlin Christensen	Application	Error	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.26
INC000000257249	Lindsey Mattinson	Application	Error	Utah Works		TIR Missed: No	TIR:	0.97
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.97
INC000000257263	Arlene Beckstead	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.25
INC000000257318	Julie Beagley	Application	Error	Novell Messenger		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000257329	Randilee Dowland	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.34
INC000000257338	Danielle Deming	Application	Error	None		TIR Missed: Yes	TIR:	1.38
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.38
INC000000257343	James Borrowman	Network	Incident	None		TIR Missed: No	TIR:	0.54
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.83
INC000000257349	Jeff Webster	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.57
INC000000257373	DeeAnn Shumway	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.40
INC000000257374	Mary McConaughy	PC/Laptop	Password	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000257380	Cynthia Bedore	None	None	None		TIR Missed: No	TIR:	0.21
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.21
INC000000257381	Heidi Lemon	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	TIR:	0.11
	Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.36

Workforce Services

INC000000257384	Linda Lundberg	Telecom	Call/Receive	None		TIR Missed: No	TIR:	0.11
	Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.25
INC000000257396	Barbara Andersen	None	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000257415	Cindy Bertagnolli	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.11
INC000000257431	Happi Hansen	Application	Error	Utah Works		TIR Missed: Yes	TIR:	2.56
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.00
INC000000257438	Brodie Panter	None	None	None		TIR Missed: No	TIR:	0.64
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.64
INC000000257440	Elleisha Knowlton	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.53
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.47
INC000000257441	Alan Christofferson	Application	Error	Utah Works		TIR Missed: Yes	TIR:	2.09
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.09
INC000000257444	Shawna Gelhard	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000257478	Brooke Coster	Server	None	None		TIR Missed: No	TIR:	0.08
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.18
INC000000257487	Anne Chase	PC/Laptop	Performance	None		TIR Missed: Yes	TIR:	1.17
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	5.30
INC000000257506	Stacy Anderson	Print/Copy/Scan/Fax	Incident	DWS Capture		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.08
INC000000257516	Jenifer Roylance-Franco	Network	Error	Microsoft Windows XP Professio	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.21
INC000000257558	Eileen Rivera	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000257579	Mimose Montes	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000257646	Prisca Hegngi	Application	Password	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.12
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.12
INC000000257667	Carmen Bento	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.25
INC000000257669	Brooke Coster	Application	Reporting	Utah Works		TIR Missed: Yes	TIR:	2.98
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.98

Workforce Services

INC000000257677	Marion Davis	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.22
INC000000257686	Joanne Austria	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	TIR:	43.59
Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	43.59
INC000000257715	Debbi Warmus	Network	Error	Microsoft Windows XP Professio	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.31
INC000000257728	Johnny Bedore III	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.10
INC000000257739	Alicia Rodgers	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000257755	Susan Quist	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000257758	Susan Quist	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000257760	Susan Quist	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000257761	Susan Quist	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000257763	Susan Quist	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000257764	Susan Quist	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000257765	Susan Quist	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000257768	Susan Quist	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000257771	Susan Quist	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000257772	Susan Quist	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000257782	Susan Quist	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000257783	Susan Quist	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000257803	Lora Wirthlin	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000257812	David Jensen	Application	Error	Utah Works		TIR Missed: Yes	TIR:	1.54
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.54
INC000000257819	Christine Mayne	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.05
INC000000257852	Jolyn Bevan	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000257905	Tricia Mecham	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.26
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	4.13
INC000000257910	Marina Koker	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000257915	Maugasola Tua	PC/Laptop	Virus	Microsoft Windows XP Professi	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.45
INC000000257919	Steven Opager	Application	Error	None		TIR Missed: No	TIR:	0.52
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.52
INC000000257925	Ronda Kelly	Application	Reporting	Microsoft Excel		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000257926	Rebecca Sangberg	Application	Reporting	Microsoft Excel		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000257940	Loggins Merrill	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000257961	Patrice West	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed		TTR Missed: Yes	TTR:	8.80
INC000000257969	Beckie Turner	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.42
Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.16
INC000000257975	Pamela Howcroft	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.47
INC000000257979	Brian Young	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000257981	Anthony Knight	Remote Connectivity	Performance	None		TIR Missed: No	TIR:	0.29
Metro A Hosting	Tom Carney	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.29
INC000000257985	Sameera Iqbal	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.45

Workforce Services

INC000000258008	Gerald Gappmayer	Wireless Connectivity	None	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.73
INC000000258017	Jill Navidomskis	None	None	None		TIR Missed: No	TIR:	0.18
Help Desk	Sarah Johnson	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.57
INC000000258037	Connie Smith	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.40
INC000000258069	Vivian Olson	Application	Error	DWS Intranet		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.47
INC000000258071	Diane VanWagoner	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.02
INC000000258076	Sherrie Reed	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000258097	Beckie Turner	Application	Password	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000258100	Cindy Jones	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.16
Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.16
INC000000258106	Jenine Wood	Application	Error	FrontEnd		TIR Missed: No	TIR:	0.16
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed		TTR Missed: No	TTR:	5.65
INC000000258123	Janaina Martins	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.14
INC000000258125	Dora Ward	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000258127	Sharon Peake	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Metro D Help Desk	Doug Brown	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000258133	Debbie Torres	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Help Desk	Eileen Dubach	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000258142	Gail Boyd	Application	Error	Microsoft Excel		TIR Missed: No	TIR:	0.00
Metro A Hosting	Keith Scholl	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.51
INC000000258154	Agnes Lomu	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000258159	Pam Malone	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.04
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed		TTR Missed: No	TTR:	2.11
INC000000258165	Chris Baker	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.47

Workforce Services

INC000000258166	Connie Smith	Application	Error	Business Intelligence Tool	TIR Missed:	No	TIR:	0.55
Application Support - Data Warehou	Trent Ady	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.55
INC000000258188	Valerie Martin	PC/Laptop	Hardware	None	TIR Missed:	No	TIR:	0.25
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	7.04
INC000000258193	Kirsten Heaton	Application	Error	Microsoft Windows XP Professic	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.79
INC000000258203	Yvette Woodland	None	None	None	TIR Missed:	No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000258211	Lindsay Crosby	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000258212	Timothy Budd	None	None	None	TIR Missed:	No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000258216	Darren Rogers	Application	Error	None	TIR Missed:	Yes	TIR:	1.72
Application Support - Web Dev	Justin Miller	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.72
INC000000258274	Paul Dehaan	None	None	None	TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.59
INC000000258275	Debbi Warmus	Remote Connectivity	Performance	None	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.25
INC000000258289	Annette Johnson	Application	Error	Collection Management System	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000258300	Maria Torres	Server	Performance	None	TIR Missed:	No	TIR:	0.15
Metro A Hosting	Keith Scholl	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.15
INC000000258316	James Alexander	Application	Error	Computerized Unemployment B	TIR Missed:	No	TIR:	0.80
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.35
INC000000258317	Cheryl Earl	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000258318	Robert Van Vliet	Application	Error	DWS Intranet	TIR Missed:	No	TIR:	0.01
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.16
INC000000258362	Barbara Larsen	Application	Error	Collection Management System	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.10
INC000000258369	Melody Harkwright	Application	Error	None	TIR Missed:	No	TIR:	0.42
Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.42
INC000000258378	Janet Butterfield	Print/Copy/Scan/Fax	Error Code	None	TIR Missed:	No	TIR:	0.00
Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00

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Workforce Services

INC000000258398	Erin Robinson	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000258418	Carrie Peterson	None	None	Adobe Photoshop		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.34
INC000000258425	Marilu Uribe	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000258428	Kaylee Ashdown	Application	Error	Collection Management System		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.29
INC000000258430	Alexia Murphy	None	None	None		TIR Missed: Yes	TIR:	3.18
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.18
INC000000258431	Perry Colette	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000258448	Alison R Young	Application	Error	Microsoft Word		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.13
INC000000258452	Joe Coccimiglio	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000258454	Dustin Townsend	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.10
INC000000258455	Jenine Wood	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000258457	Bruce Lamb	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.06
INC000000258458	Robert Van Vliet	PC/Laptop	Error	Novell ConsoleOne		TIR Missed: No	TIR:	0.03
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.15
INC000000258461	Bryan Kessinger	Application	Reporting	Utah Master Directory		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000258466	Lela King	Application	Error	Acrobat Reader		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000258469	Christina Gale	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000258474	Scott Johnson	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000258511	Happi Hansen	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000258516	Tajana Fejic	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000258517	Kerry A Cole	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000258527	Mike Asmussen	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.90
INC000000258534	Kristy Callich	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.10
INC000000258547	Lindsey Caffall-Davis	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000258550	Gloria Archuletta	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000258560	Frank Trivino	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000258570	Carolyn Paul	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000258604	June Conn-Solomon	Telecom	None	None		TIR Missed: Yes	TIR:	72.64
	Application Support - IVR	Janis Race-Bigelow	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	72.64
INC000000258687	Ryan Rock	Remote Connectivity	Error	None		TIR Missed: No	TIR:	0.00
	Network Operations	Kelli Okumura	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000258705	Allen Nelson	Application	Error	Java Media Framework	TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000258732	Ryan Rock	Telecom	IP	None		TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000258809	Janet Romo	Application	Reporting	None		TIR Missed: No	TIR:	0.00
	Metro A Hosting	Keith Scholl	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000258810	Jim Mansfield	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000258817	Ryan Rock	Application	Error	Computerized Unemployment B	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000258819	Lisa C Peterson	Application	Error	None		TIR Missed: No	TIR:	0.00
	Application Support - EFIND	Trent Ady	Workforce Services	Medium	Closed	TTR Missed: No	TTR:	0.00
INC000000258820	Heather Simonson	Application	Error	Computerized Unemployment B	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000258821	Greg Blue	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR:	0.00
Application Support - EFIND	None		Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000258822	Tonya Grant	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans		Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000258823	Arlene Beckstead	Application	Error	None	TIR Missed: No	TIR:	0.00
Application Support - EFIND	None		Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000258830	Kerry Torres	Application	Error	None	TIR Missed: No	TIR:	0.00
Application Support - EFIND	None		Workforce Services	Medium	Closed	TTR Missed: No	TTR:	
INC000000258832	Tasha Brooks	Application	Reporting	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans		Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000258836	Vanessa Washington	Application	Reporting	None	TIR Missed: No	TIR:	0.20
Metro A Desktop Support	Robert Wall		Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	7.58
INC000000258842	Crystal Neil	PC/Laptop	Error	Microsoft Windows XP Professi	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad		Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000258844	Cindy Lehmann	Network	Incident	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans		Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000258845	Bridget Goldsberry	Application	Reporting	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans		Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000258851	Mary Conder	Application	Reporting	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans		Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000258854	Anthony Knight	Network	Password	Active Directory Explorer	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans		Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000258859	Rebecca Curry	Application	Error	Microsoft Windows XP Professi	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Wayne Higgs		Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.06
INC000000258862	Amber Jackson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder		Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000258863	Marion Davis	Application	Password	Utah Works	TIR Missed: No	TIR:	0.00
Operations Production Control	Cal Brinton		Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.84
INC000000258868	Kristine Larson	Remote Connectivity	Error	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder		Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000258869	Darlean Jensen	Network	Password	Novell Messenger	TIR Missed: No	TIR:	0.06
Metro A Help Desk	Cindy Schroeder		Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.47
INC000000258878	Sarka Dever	Application	Error	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder		Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000258880	Vicki Hiett	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.11
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.52
INC000000258885	Debbi Warmus	Application	Error	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000258888	Shawna Gelhard	Application	Password	Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000258890	Shane ODell	Application	Reporting	None	TIR Missed: No	TIR:	0.23
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.33
INC000000258894	Stacy Stenovich	Network	Incident	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000258900	Wendy L Smith	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Medium	Closed	TTR Missed: No	TTR:	0.02
INC000000258904	Kirk Olson	Application	Password	Utah Master Directory	TIR Missed: No	TIR:	0.23
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.66
INC000000258909	Shelley Esplin	Application	Password	Utah Works	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000258920	Theresa Tann	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000258922	Amber Jackson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000258926	Kaylee Ashdown	Application	Reporting	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000258927	Alex Zenner	Application	Error	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000258957	Gary Kennison	Application	Error	Content Manager	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Jon Vanderwood	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.26
INC000000258967	Gail Boyd	Application	Error	Microsoft Excel	TIR Missed: No	TIR:	0.38
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.94
INC000000258969	Janet Butterfield	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000258970	Illeen Beck	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.14
INC000000258976	Nichole Pusey	Application	Error	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000258977	Lisa Weinmuller	Network	Error	None	TIR Missed: No	TIR: 0.15
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.18
INC000000258979	Deborah Servis	Application	Error	Microsoft Excel	TIR Missed: No	TIR: 0.25
Metro A Hosting	Keith Scholl	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.49
INC000000258984	Kristine Larson	Application	Error	Novell Messenger	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.03
INC000000258992	Sherrie Reed	Application	Reporting	None	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000258994	Debra Slotboom	None	None	None	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000258997	Lisa C Peterson	Application	Error	None	TIR Missed: No	TIR: 0.54
Application Support - EREP Databa	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.54
INC000000258998	Shelley Roberts	Application	Error	Utah Works	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.16
INC000000259003	Deborah Servis	PC/Laptop	Performance	None	TIR Missed: Yes	TIR: 1.24
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.79
INC000000259006	Ryan Betts	Application	Error	None	TIR Missed: No	TIR: 0.00
Application Support - EREP Databa	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:
INC000000259012	Meghan Greer	Application	Error	Utah Works	TIR Missed: No	TIR: 0.54
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.54
INC000000259013	Terri Waters	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.24
INC000000259028	Cesar Salazar	Application	None	ZENworks for Desktops	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.53
INC000000259033	Sujeet Sukumaran	None	None	None	TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.02
INC000000259040	Lynn Thomas	Application	Error	DWS Web	TIR Missed: Yes	TIR: 8.42
Metro A Hosting	Chris Kunde	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 8.42
INC000000259043	John Cone	Application	Error	Novell GroupWise	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000259056	Bradley Salmond	Application	Error	SQL-Programmer	TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR: 4.26
INC000000259081	Kristine Larson	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.31

Workforce Services

INC000000259082	Terri Waters	Application	Password	DWS Intranet		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000259094	Anna Sargsian	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.32
INC000000259100	Shauna Havey	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000259105	Greg Paras	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000259121	Vickie Larson	Telecom	Call/Receive	Telephone		TIR Missed: No	TIR:	0.10
	Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.18
INC000000259147	Debbie Sparks	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000259189	Gary Newren	Application	None	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.84
INC000000259191	David Ashby	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.87
INC000000259204	Benjamin R Patterson	PC/Laptop	Password	Active Directory Explorer		TIR Missed: No	TIR:	0.04
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000259207	Mike Miller	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000259263	Deborah Servis	Application	Error	Microsoft Excel		TIR Missed: No	TIR:	0.00
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.59
INC000000259273	Jennifer Meyer-Smart	Application	Error	Collection Management System		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000259278	Linda Larsen	Telecom	Call/Receive	None		TIR Missed: No	TIR:	0.12
	Application Support - IVR	Janis Race-Bigelow	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	21.41
INC000000259298	Spencer Larsen	Application	Error	Computerized Unemployment B		TIR Missed: No	TIR:	0.07
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.77
INC000000259302	Janet Gale	Application	Error	Collection Management System		TIR Missed: No	TIR:	0.02
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.20
INC000000259341	Richard Donegan	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.25
INC000000259351	Doyle Bender	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000259373	Carol Lowman	None	None	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000259374	Noelle Bradford	Print/Copy/Scan/Fax	None	None			TIR Missed: No	TIR:	0.26
	Metro A Desktop Support	Robert Wall	Workforce Services	Low		Closed	TTR Missed: No	TTR:	1.50
INC000000259384	Jennifer Meyer-Smart	Application	Error	Adobe Acrobat			TIR Missed: Yes	TIR:	1.26
	Metro A Desktop Support	Robert Wall	Workforce Services	Low		Closed	TTR Missed: Yes	TTR:	26.73
INC000000259388	Bryan Kessinger	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000259393	Kevin Burt	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000259395	Matthew Larson	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000259406	Matthew Larson	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000259429	Matthew Larson	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000259431	Debbie Sparks	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000259439	Joyce Burningham	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No	TIR:	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000259451	Jolie Bevers	Application	Error	None			TIR Missed: Yes	TIR:	1.33
	Application Services	Tony Larsen	Workforce Services	Low		Closed	TTR Missed: No	TTR:	5.01
INC000000259481	Mary Roybal	None	None	Adobe Reader			TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low		Closed	TTR Missed: No	TTR:	3.03
INC000000259484	Mary Roybal	None	None	Internet Explorer			TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low		Closed	TTR Missed: No	TTR:	3.02
INC000000259486	Veronica Wian	None	None	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low		Closed	TTR Missed: No	TTR:	3.00
INC000000259489	Toni C Ansel	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000259492	Connie I Fowler	None	None	None			TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low		Closed	TTR Missed: No	TTR:	
INC000000259510	Chris Boyadjian	Telecom	None	None			TIR Missed: No	TIR:	0.35
	Voice Operations	Annette Nielsen	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.41

Workforce Services

INC000000259515	Debbie Sparks	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000259548	Cindy Gillespie	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.02
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.62
INC000000259562	Mitch Romo	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000259574	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000259579	Juri Strong	PC/Laptop	Password	None			TIR Missed: No	TIR:	0.18
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.42
INC000000259588	Toni C Ansel	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000259591	Jennifer Asplund	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000259594	Toni C Ansel	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000259620	Michael Barrett	PC/Laptop	Hardware	None			TIR Missed: Yes	TIR:	1.42
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.44
INC000000259650	Kirsten Heaton	Application	Error	Microsoft Excel		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.16
INC000000259657	Koral Vasquez	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000259658	Gaylene Pebley	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000259659	Tasiaefe Mapu-Sandoval	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000259662	Wayne Fillmore	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000259663	Kathleen Leiker	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000259669	Jared Henricksen	Remote Connectivity	Error	None			TIR Missed: Yes	TIR:	1.48
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	4.41
INC000000259676	Shane Farr	PC/Laptop	None	None			TIR Missed: Yes	TIR:	2.48
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.49

Workforce Services

INC000000259680	Courtney Marshall	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.37
INC000000259685	Dimang Chao	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.01
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.02
INC000000259705	Colleen Jamison	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000259711	Courtney Marshall	Application	Error	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.38
INC000000259720	Juri Strong	Application	None	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000259729	Jan Chumbley-Gardner	Application	Error	Collection Management System	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000259730	Dena Nelson	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.65
INC000000259732	Amy Larsen	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.64
INC000000259759	Maria Dupaix	Application	Error	Utah Works		TIR Missed:	Yes	TIR:	5.03
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	5.03
INC000000259773	Darrin Jenson	Application	Error	Internet Explorer		TIR Missed:	No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000259774	Sheila Oelerich	Telecom	Voice Mail	None		TIR Missed:	No	TIR:	0.18
	Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.40
INC000000259834	Gina Stavros	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000259838	Karen Thomas	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000259879	Jim Mansfield	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000259929	Sarka Dever	Application	Error	Cisco AnyConnect VPN Client	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000259931	Stephanie Trappett	Application	Error	Content Manager		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.42
INC000000259932	Maryana Valles	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00

Workforce Services

INC000000259963	Sandy L Jensen	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000259976	Jennifer Domenici	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000259984	James Borrowman	Application	None	None	TIR Missed: No	TIR:	0.60
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.63
INC000000260010	Verlin Christensen	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.02
Metro B Desktop Support	Gary Graham	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	8.14
INC000000260011	John Davenport	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.06
INC000000260013	Kathy Koller	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.34
INC000000260017	Kaylee Ashdown	None	None	None	TIR Missed: No	TIR:	0.33
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.33
INC000000260019	Lisa Roman	Network	Incident	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Medium	Closed	TTR Missed: No	TTR:	0.00
INC000000260043	Luz Hinostroza	Mainframe	Password	BlueZone	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000260045	Stephanie Trappett	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.09
INC000000260051	Ralph Laub	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.31
INC000000260065	Leigh Page	Remote Connectivity	None	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000260066	Michelle W Christensen	Application	Reporting	Symantec AntiVirus	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.38
INC000000260076	Carla Navarro	Application	Password	Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000260096	Jeff Sanderson	None	None	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.08
INC000000260100	Justin Sorenson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000260107	Steve Madigan	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.26

Workforce Services

INC000000260110	Verlin Christensen	Application	Error	None		TIR Missed: No	TIR:	0.32
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.35
INC000000260119	Nidia Meza	Application	Password	DWS Intranet		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.11
INC000000260124	Judy Mattinson	Application	Error	Contributions Automated Tax Sy		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed		TTR Missed: No	TTR:	2.67
INC000000260142	Kim Torman	Application	Reporting	Content Manager		TIR Missed: No	TIR:	0.16
Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.36
INC000000260152	Gail Boyd	Application	Reporting	None		TIR Missed: No	TIR:	0.47
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.49
INC000000260156	Melanie Reese	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000260163	Richard Fairchild	Application	Error	Collection Management System		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000260191	Debra McKee	Application	Error	Collection Management System		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000260202	Candace Rockwell	Application	Error	Contributions Automated Tax Sy		TIR Missed: Yes	TIR:	1.47
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed		TTR Missed: No	TTR:	4.10
INC000000260209	Irina Pierpont	PC/Laptop	Performance	None		TIR Missed: Yes	TIR:	1.84
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	4.66
INC000000260220	Carla Navarro	None	None	None		TIR Missed: No	TIR:	0.12
Voice Operations	Britany Finlay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.40
INC000000260234	Rebecca D Anderson	Application	Error	Collection Management System		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000260236	Rowena York	PC/Laptop	Performance	Utah Works		TIR Missed: Yes	TIR:	1.02
Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed		TTR Missed: Yes	TTR:	7.78
INC000000260241	Toni C Ansel	PC/Laptop	Performance	Microsoft Windows XP Professi		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.34
INC000000260264	Cindy Bertagnolli	Application	Error	DWS Web		TIR Missed: No	TIR:	0.77
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.78
INC000000260272	Cindy Bertagnolli	Application	Error	Content Manager		TIR Missed: No	TIR:	0.70
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.72
INC000000260281	James Borrowman	Telecom	IP	None		TIR Missed: No	TIR:	0.23
Voice Operations	Britany Finlay	Workforce Services	Low	Closed		TTR Missed: Yes	TTR:	13.74

Workforce Services

INC000000260296	Sakae Scott	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.12
INC000000260299	Julia Branch	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.18
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.22
INC000000260305	Rebecca Ntshalintshali	Application	Error	Utah Works	TIR Missed: Yes	TIR:	1.68
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.68
INC000000260307	Heidi Torres	Print/Copy/Scan/Fax	None	None	TIR Missed: No	TIR:	0.37
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.38
INC000000260318	Garth Anderson	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.08
INC000000260356	Michelle W Christensen	Telecom	Hardware	None	TIR Missed: No	TIR:	0.71
	Voice/Data/WAN Services	Greg Blessing	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.71
INC000000260362	Cynthia Barlow	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.22
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.34
INC000000260376	Twila Anderson	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR:	0.05
	Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.31
INC000000260396	Nikolene Bradbury	Application	Error	Content Manager	TIR Missed: No	TIR:	0.08
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.67
INC000000260398	Gerald Gappmayer	Application	Error	Collection Management System	TIR Missed: No	TIR:	0.07
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.07
INC000000260404	Joyce Burningham	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000260436	Ruth Dominguez	Application	Password	DWS Intranet	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.56
INC000000260468	Juan Deliote	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000260472	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000260493	LeeAnn Glass	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.36
INC000000260499	Cheryl Christiansen	Telecom	Voice Mail	None	TIR Missed: No	TIR:	0.09
	Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.11
INC000000260515	Anna Larson	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.47

Workforce Services

INC000000260528	John Talcott	Telecom	Feature	None	TIR Missed: No	TIR:	0.07
	Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.04
INC000000260533	Nicole Kerwood	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000260567	Dallen Adams	None	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.91
INC000000260571	Kathy Leeds	Application	Error	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.36
INC000000260590	Angel Pickett	None	None	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.62
INC000000260597	Desiree Jones	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000260632	Mike Cross	Telecom	IP	None	TIR Missed: No	TIR:	0.30
	Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.42
INC000000260635	Mike Cross	Application	Error	Collection Management System	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000260639	Syska Bastrup	Telecom	IP	None	TIR Missed: No	TIR:	0.10
	Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.35
INC000000260641	Grazyna Janeczko	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.24
INC000000260647	Kenneth G Allen	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.33
INC000000260650	Lanore Cunningham	Application	None	ZENworks for Desktops	TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000260654	Toni Thayn	Application	None	ZENworks for Desktops	TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000260662	Kathy Pugliese	Application	None	ZENworks for Desktops	TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000260664	Kelly Green	Application	None	Novell GroupWise 32-bit Window	TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000260667	Tami Hoffman	PC/Laptop	None	None	TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000260669	Tami Hoffman	Application	None	Microsoft Windows XP Professio	TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000260686	Carolyn Christensen	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000260691	Jennifer Cunningham	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000260692	Steven Opager	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000260693	Anthony Baker	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000260694	Fredrick Ntabwoba	Network	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000260696	Diane Hunter	Application	Password	DB2 Query Management Facility		TIR Missed: No	TIR:	0.04
	Metro B Help Desk	Val Shepherd	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.15
INC000000260699	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000260704	Fran O'Hare	Application	Error	Collection Management System		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000260715	Veronica M Valadez	Application	Reporting	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	5.73
INC000000260718	Becky Coats	Telecom	IP	None		TIR Missed: No	TIR:	0.09
	Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	9.42
INC000000260731	Cathy Bell	Application	Error	Utah Works Web Site		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000260741	Debbie Lyberger	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000260744	Angela Kirsling	Telecom	Voice Mail	None		TIR Missed: No	TIR:	0.16
	Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.24
INC000000260773	Jenny Sweetland	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.26
INC000000260836	Joyce Burningham	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000260854	Helen Te'o	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.16
	Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.29
INC000000260874	Rebecca D Anderson	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.14

Workforce Services

INC000000260877	Robert Christensen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000260918	Alex Zenner	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.17
INC000000260933	Carla Navarro	PC/Laptop	Password	Active Directory Explorer	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.75
INC000000260935	Kristie Mikstas	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.02
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000260983	Kimberly Johnson	Application	Error	None	TIR Missed: No	TIR:	0.16
Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.16
INC000000260990	Antonette Gray	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.53
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.33
INC000000260992	Cindy Jones	Application	Reporting	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.46
INC000000260997	Shannon Manchester	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000261001	Jenine Wood	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000261010	Rowena York	Application	Error	None	TIR Missed: Yes	TIR:	2.25
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.25
INC000000261028	Kamron Dalton	Application	Error	Microsoft PowerPoint	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.37
INC000000261030	Susan M White	PC/Laptop	None	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000261034	Carmen Bento	None	None	None	TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Gary Graham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.06
INC000000261049	Rebecca D Anderson	Telecom	None	None	TIR Missed: No	TIR:	0.17
Voice Operations	Julie Sabato	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.26
INC000000261054	Shane Farr	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.24
INC000000261097	Ha Kim Nguyen	PC/Laptop	Password	Active Directory Explorer	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000261100	Greg Kuhlman	Application	Error	Utah Works	TIR Missed: Yes	TIR:	9.26
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	9.26

Workforce Services

INC000000261105	Laureen Royle	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.51
INC000000261110	Roberta Ivankovich	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000261112	Nobilee Hutchinson	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.01
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	22.74
INC000000261118	Maryana Valles	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000261122	May Tran	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.08
	Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.19
INC000000261132	Cindy Bertagnolli	Application	Error	content manager		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.22
INC000000261135	Becky Chambers	Server	None	Utah Works		TIR Missed: No	TIR:	0.39
	Metro A Hosting	Chris Kunde	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.39
INC000000261136	Gina Heiner	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.11
	Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.15
INC000000261141	Veronica Comandone	Application	Error	Utah Works		TIR Missed: No	TIR:	0.74
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.74
INC000000261144	Melinda Bevan	Application	Error	Collection Management System	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000261152	Patti Sellers	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.61
INC000000261177	Sylvia Pineda	Application	Error	Microsoft Word		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	4.38
INC000000261179	Alyshia Jenkins	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000261182	Lindsey Caffall-Davis	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000261186	Kathryn Paget	Application	Error	Collection Management System	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.29
INC000000261187	Junie Anderson	Application	Error	Novell GroupWise 32-bit Window	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.40
INC000000261193	Krissy Nielsen	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

| INC000000261195 | Tiffiny Whitney | Application | Error | Collection Management System | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000261198 | Carol Lowman | Application | Error | Microsoft Windows XP Professio | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.05 |

| INC000000261216 | Linda Neff | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000261221 | Sharrif Dajany | Application | Error | Collection Management System | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000261226 | Gary Gibbs | Application | Reporting | Avaya IP Softphone | TIR Missed: Yes | TIR: | 8.81 |
| | Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | TTR Missed: Yes | TTR: | 10.93 |

| INC000000261239 | Randi Carter | Application | Error | Collection Management System | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000261240 | Kathi Robison | Application | Error | State Payroll Time Entry System | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.50 |

| INC000000261249 | Juliana Smith | Application | Error | Utah Works | TIR Missed: Yes | TIR: | 4.16 |
| | Application Support - UWORKS | Eric Strong | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 4.16 |

| INC000000261259 | Karly Jessop | Application | Error | Content Manager | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.14 |

| INC000000261272 | Annie Sampho | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Operations Production Control | Duane Hardy | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000261273 | Tiffany Hagen | Application | Error | State Payroll Time Entry System | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 2.74 |

| INC000000261302 | Chris Boyadjian | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000261309 | Wendy M Hughes | Application | None | Content Manager | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Paul Petersen | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.88 |

| INC000000261340 | Laurie Wittwer | PC/Laptop | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000261348 | Cassandra Pickle | Application | Error | Utah Works | TIR Missed: Yes | TIR: | 1.05 |
| | Application Support - UWORKS | Eric Strong | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.05 |

| INC000000261351 | Alfredo Travassos Jr | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Paul Petersen | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.38 |

| INC000000261357 | Candace Rockwell | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| | Metro D Help Desk | Doug Brown | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

Workforce Services

| INC000000261387 | Olga Cooper | Application | Error | Collection Management System | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.07 |

| INC000000261400 | Shelley Esplin | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000261434 | James Mitchell | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000261456 | Sariah Roberts | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Jeremy Standifird | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 3.06 |

| INC000000261463 | Sandy L Jensen | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000261472 | My Tran | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro D Help Desk | Doug Brown | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000261486 | Helen Hadad | PC/Laptop | Performance | None | TIR Missed: No | TIR: | 0.79 |
| | Rural Central Desktop Support | Troy Morris | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.81 |

| INC000000261487 | Peggy Barton | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000261494 | Robert Goodwin | Network | Incident | None | TIR Missed: Yes | TIR: | 2.51 |
| | Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 3.29 |

| INC000000261495 | Raylyn Tucker | Application | Error | Kofax ImageControls | TIR Missed: No | TIR: | 0.24 |
| | Application Support - Content Mana | Randall Ottesen | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.24 |

| INC000000261504 | Jolyn Bevan | None | None | None | TIR Missed: Yes | TIR: | 8.09 |
| | Metro B Desktop Support | Gary Graham | Workforce Services | Low | Closed | TTR Missed: Yes | TTR: | 8.09 |

| INC000000261511 | Roger Whitear | Network | Error | None | TIR Missed: No | TIR: | 0.00 |
| | Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000261523 | Jeff Sanderson | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.27 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.80 |

| INC000000261548 | Janet Gale | Application | Reporting | None | TIR Missed: Yes | TIR: | 5.13 |
| | Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 5.15 |

| INC000000261552 | Robert Goodwin | Application | Error | Microsoft Windows XP Professic | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.13 |

| INC000000261562 | Susan Kirby | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000261564 | Maira Lesa | Application | Error | Utah Works Web Site | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.08 |

Workforce Services

| INC000000261573 | Bryan Kessinger | Application | Reporting | Microsoft Windows XP Professic | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.06 |

| INC000000261581 | David Anthony | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000261599 | Anna Bettis | Application | Error | Collection Management System | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.38 |

| INC000000261609 | Rochele Jackson | Application | Error | Adobe Flash | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000261611 | Jeana Whitlock | Network | Error | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.06 |

| INC000000261614 | Moriah Stucki | Application | Error | State Payroll Time Entry System | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.11 |

| INC000000261615 | Ryan Hale | Application | Error | Adobe Flash | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000261650 | Gaylene Pebley | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000261653 | Danielle Nelson | Application | Error | Content Manager | TIR Missed: No | TIR: | 0.00 |
| Metro B Desktop Support | Gary Graham | Workforce Services | Low | Closed | TTR Missed: Yes | TTR: | 6.60 |

| INC000000261657 | Kris Bradley | Application | Error | None | TIR Missed: No | TIR: | 0.38 |
| Application Services | Tony Larsen | Workforce Services | Low | Resolved | TTR Missed: Yes | TTR: | 81.75 |

| INC000000261661 | Ashley Baker | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Mike Beynon | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.18 |

| INC000000261664 | Roberta Ivankovich | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| Metro B Help Desk | Janet Hongsyvilay | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.02 |

| INC000000261699 | Linda Hansen | PC/Laptop | Error | Microsoft Windows XP Professic | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.35 |

| INC000000261703 | Mary McConaughy | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000261713 | Gaylene Pebley | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000261714 | Cindy Jones | None | None | None | TIR Missed: No | TIR: | 0.53 |
| Application Support - Content Mana | Randall Ottesen | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.53 |

| INC000000261722 | Stephen Lisonbee | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

Workforce Services

INC000000261731	Cindy Lehmann	Application	Error	Collection Management System	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000261735	Stephen Lisonbee	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000261742	Stephen Lisonbee	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000261763	Connie Laws	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.06
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.27
INC000000261766	Gerald Gappmayer	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000261785	Laurie Ocobock	Application	None	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.45
INC000000261788	Greg Paras	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000261790	Greg Paras	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000261794	Bruce Lamb	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000261813	Kacey Adams	None	None	None	TIR Missed: Yes	TIR:	1.60
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.60
INC000000261818	Ellen Dixon	Application	Error	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.18
INC000000261840	Judy Kearns	Network	Password	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.50
INC000000261854	Terry Lisonbee	Application	Error	Internet Explorer	TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000261872	Lyle Ward	None	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.75
INC000000261876	Diana Clawson	Application	Password	Novell Messenger	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000261879	Mona Delgado	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000261884	Joyce Burningham	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.08
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.73

Workforce Services

INC000000261895	Laurie Wittwer	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.10
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.89
INC000000261904	Tess Rawlinson	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.26
INC000000261908	Sarka Dever	Application	Error	Cisco AnyConnect VPN Client	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000261917	Linda Rothenberger	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000261928	Steven Coray	Application	Error	Utah Works	TIR Missed: No	TIR:	0.21
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.21
INC000000261929	Jenny Sweetland	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.44
INC000000261934	Danielle Nelson	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	TTR:	5.99
INC000000261960	Laurie Wittwer	Application	Error	Novell GroupWise 32-bit Windov	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.12
INC000000261965	Karen Shepherd	Application	None	None	TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000261979	Janet Cole	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.15
INC000000261987	Kathy Lahey	Application	Password	Kofax ImageControls	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.15
INC000000262019	Dennie Tsuya	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000262025	Cassy Hahn	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.13
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.06
INC000000262044	Paul Wright	Telecom	None	None	TIR Missed: No	TIR:	0.31
Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.64
INC000000262080	Nicole Wily	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000262142	Karen Quackenbush	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	8.73
INC000000262154	Ellen Horton	Print/Copy/Scan/Fax	None	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.24

Workforce Services

| INC000000262170 | Candace Rockwell | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| | Help Desk | James Stearns | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000262172 | Paula Story | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.74 |

| INC000000262174 | Penni Dehaan | Network | Error | None | TIR Missed: No | TIR: | 0.32 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.63 |

| INC000000262245 | Jody Sillitoe | Application | SSL Certificate | NetMeeting | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Jeremy Standifird | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000262270 | Jackie McAtee | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 5.97 |

| INC000000262306 | Lisa Weinmuller | PC/Laptop | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000262322 | Mike Simonson | Application | Error | State Payroll Time Entry System | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.10 |

| INC000000262329 | Robert Van Vliet | Telecom | Call/Receive | None | TIR Missed: No | TIR: | 0.18 |
| | Voice Operations | Annette Nielsen | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.32 |

| INC000000262339 | Gail Boyd | Network | Incident | Microsoft Windows XP Professio | TIR Missed: No | TIR: | 0.00 |
| | Metro A Hosting | Tom Carney | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.57 |

| INC000000262348 | Lori Fox-Bush | Application | Error | Collection Management System | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.28 |

| INC000000262362 | Victor Angeles | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.08 |

| INC000000262383 | Sheila Oelerich | Application | Password | DWS Intranet | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.16 |

| INC000000262429 | Michelle W Christensen | Telecom | Dial Tone | Telephone | TIR Missed: Yes | TIR: | 1.13 |
| | Voice/Data/WAN Services | Art Scott | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.28 |

| INC000000262449 | Lisa Ward | Application | Error | Novell GroupWise 32-bit Windo | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.97 |

| INC000000262475 | Heidi Torres | Application | Error | Kofax ImageControls | TIR Missed: No | TIR: | 0.17 |
| | Application Support - Content Mana | Randall Ottesen | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.17 |

| INC000000262490 | Patti Sellers | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Troy Morris | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.81 |

| INC000000262511 | Diane Lovell | Application | Error | State Payroll Time Entry System | TIR Missed: No | TIR: | 0.00 |
| | Capitol Hosting | Curtis Parker | Workforce Services | Low | Resolved | TTR Missed: Yes | TTR: | 33.64 |

Workforce Services

INC000000262545	Jolie Bevers	Application	None	PGP		TIR Missed:	No	TIR: 0.00
Application Services	Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed:	No	TTR: 0.06
INC000000262547	Robert Andra	None	None	None		TIR Missed:	No	TIR: 0.70
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed:	No	TTR: 1.09
INC000000262550	Kelly Farley	Application	Password	eFIND/eSHARE		TIR Missed:	No	TIR: 0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR: 0.10
INC000000262559	Kelly Farley	None	None	None		TIR Missed:	No	TIR: 0.00
Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed:	No	TTR: 0.00
INC000000262574	Debbie Torres	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR: 0.00
Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed:	No	TTR: 0.00
INC000000262622	David Ashby	Network	Incident	Novell Client for 32-bit Windows	TIR Missed:	No	TIR: 0.77
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed:	Yes	TTR: 35.29
INC000000262624	Greg Kuhlman	PC/Laptop	Error	Microsoft Windows Operating S	TIR Missed:	No	TIR: 0.00
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed:	No	TTR: 0.00
INC000000262630	Christine Mayne	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed:	No	TIR: 0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR: 0.90
INC000000262684	Debbie Sparks	None	None	None		TIR Missed:	No	TIR: 0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR: 0.00
INC000000262686	Greg Paras	None	None	None		TIR Missed:	No	TIR: 0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR: 0.00
INC000000262689	Toni C Ansel	None	None	None		TIR Missed:	No	TIR: 0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR: 0.00
INC000000262717	Linda Hansen	None	None	None		TIR Missed:	No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR: 0.00
INC000000262727	Katherine Abel	Application	Error	eFIND/eSHARE		TIR Missed:	No	TIR: 0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR: 0.77
INC000000262821	Kelly E Rees-Maw	None	None	None		TIR Missed:	No	TIR: 0.00
Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed:	No	TTR: 0.00
INC000000262845	Justin Sorenson	None	None	None		TIR Missed:	No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR: 0.00
INC000000262851	Sandy Flores	None	None	None		TIR Missed:	No	TIR: 0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR: 0.00
INC000000262862	June Conn-Solomon	None	None	None		TIR Missed:	No	TIR: 0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed:	No	TTR: 0.00

Workforce Services

INC000000262872	Kimberly Reyburn	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.66
INC000000262889	Lisa A Anderson	Application	None	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000262895	Susan Munk	Application	None	None	TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000262900	Susan Munk	Application	Error	Microsoft Office	TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000262906	Lela King	None	None	None	TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000262957	William Greer	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.59
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	8.75
INC000000263023	Bob Coash	Wireless Connectivity	Performance	None	TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000263038	Lyle Ward	None	None	None	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.12
INC000000263048	Chris Boyadjian	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000263061	Mary Ann Keefer	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000263070	Ann Durrant	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.29
INC000000263073	Brandon J Johnson	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000263077	Mary Ann Keefer	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000263085	Yalonda House	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000263086	Tess Rawlinson	Remote Connectivity	Error	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000263098	Alisha Clark	Application	Error	Collection Management System	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.13
INC000000263099	Debbie Garretson	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.02
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.02

Workforce Services

INC000000263102	Robert Van Vliet	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000263103	Sue Strasburg	Application	Error	Content Manager		TIR Missed: No	TIR:	0.02
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000263106	Lorena Padilla	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.02
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000263110	Georgina Aviles	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.02
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000263122	Laureen Royle	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000263129	Traci Knight	Network	Error	None		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Cheri Oldham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.02
INC000000263131	Kris Bradley	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000263135	Teresa Gonzales	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000263137	Kris Bradley	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000263140	Karen Quackenbush	Application	Error	Novell GroupWise		TIR Missed: Yes	TIR:	1.40
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	10.95
INC000000263142	Trish West	Telecom	Call/Receive	Telephone		TIR Missed: No	TIR:	0.15
	Voice Operations	Gail Christiansen	Workforce Services	Medium	Resolved	TTR Missed: Yes	TTR:	4.01
INC000000263148	Lynnette McKee	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.01
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000263170	Randi Bell	Application	Error	OpenOffice.org		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.24
INC000000263173	Marilyn Larsen	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.19
INC000000263181	Allen Nelson	Application	Error	None		TIR Missed: No	TIR:	0.10
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.88
INC000000263199	Kay Hopkins	Application	Error	Computerized Unemployment B		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.58
INC000000263202	Anna Larson	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000263208	Lois Jones	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000263210	Greg Paras	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000263215	CJ Higgins	Application	Reporting	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000263221	Stephen Nebeker	Application	Error	None	TIR Missed: No	TIR:	0.00
	Application Support - Web Dev	Dave Clark	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.60
INC000000263224	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000263227	Kari L Allen	PC/Laptop	Password	Active Directory Explorer	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000263231	Michael A Mills	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000263236	Vanessa Lindquist	PC/Laptop	Password	Microsoft Windows XP Professio	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000263245	Joyce Burningham	PC/Laptop	Performance	None	TIR Missed: Yes	TIR:	1.24
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.28
INC000000263292	Ruby Blank	Application	Error	Collection Management System	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000263297	Leo Stanko	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.66
INC000000263299	Cassidy Carter	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000263325	Janae Parker	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:
INC000000263338	Mark Allen Peterson	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.82
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 4.47
INC000000263344	Al Contreras	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.07
INC000000263357	Mary Pannunzio	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:
INC000000263360	Michele White-Milgate	Application	Reporting	eFIND/eSHARE	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

Workforce Services

INC000000263416	Daisha Montgomery	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000263424	Charisse Jeppsen	Telecom	Dial Tone	Telephone		TIR Missed: No	TIR:	0.28
	Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.35
INC000000263465	Joyce Burningham	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000263475	Leilani Palmer	Application	Error	State Payroll Time Entry System		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.40
INC000000263522	LaDawn McPherson	Application	Error	Microsoft Access		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.44
INC000000263549	Elaine Jensen	Application	Reporting	Cisco AnyConnect VPN Client		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000263563	Leann Moffat	Telecom	IP	None		TIR Missed: No	TIR:	0.05
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.22
INC000000263569	Graham Murphy	None	None	None		TIR Missed: No	TIR:	0.19
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.37
INC000000263572	Kathleen Leiker	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000263574	Kathleen Leiker	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000263578	Phay Panh	Telecom	Voice Mail	None		TIR Missed: No	TIR:	0.17
	Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.23
INC000000263588	Sean Headden	Application	Error	Collection Management System		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.08
INC000000263596	Jon Romero	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000263620	Denise Clegg	None	None	None		TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000263630	LaDawn McPherson	Application	Reporting	Microsoft Word		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000263632	Chris Williams	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000263636	Lindsay Crosby	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.06

Workforce Services

INC000000263663	Tricia Cox	Application	Error	None		TIR Missed: No	TIR:	0.09
	Help Desk	Sarah Johnson	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.75
INC000000263686	Blake Bingham	Telecom	IP	None		TIR Missed: No	TIR:	0.25
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.25
INC000000263688	Cassidy Carter	Application	Reporting	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000263708	Lindsay Crosby	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.80
INC000000263710	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000263714	Cindy Jones	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.12
INC000000263739	Annette Davis	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.16
INC000000263750	Robert Van Vliet	Telecom	CrossTalk/Noise/Static	None		TIR Missed: No	TIR:	0.13
	Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.21
INC000000263791	Teresa Swensen	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000263798	Jason Miller	Application	Error	Java Platform SE		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000263813	Jonathan Deesing	Application	Error	WordPerfect Office 2002		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.69
INC000000263818	Cindy Bertagnolli	Application	Error	None		TIR Missed: Yes	TIR:	1.15
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.15
INC000000263829	Susan Etzel	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000263880	Casey Erickson	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000263882	Casey Erickson	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000263883	Casey Erickson	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000263884	Peggy Hammer	None	None	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Kathleen Gill	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

ID	Name	Category	Type	Product			TIR Missed	TIR
INC000000263925	Lance Soffe	None	None	None			No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000263939	Verlin Christensen	None	None	None			No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000263949	Lesa Westfall	Application	Error	Utah Works			Yes	5.31
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 5.31
INC000000263953	Shauna Scott-Bellaccomo	Application	Error	Utah Works			No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.11
INC000000263965	Paula Johns	None	None	None			No	0.00
	Voice/Data/WAN Services	Spencer Blodgett	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 1.26
INC000000263968	Karen Larsen	None	None	None			No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000263969	Karen Shepherd	Application	None	Microsoft Word			No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000263981	Becky Thacker	Application	Error	OpenOffice.org			No	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.45
INC000000263983	Leigh Page	Network	Error	Microsoft Windows XP Professi			No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.30
INC000000263985	Michael A Mills	Network	Password	Novell Client for 32-bit Windows			No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.18
INC000000264011	Siska Dastrup	Application	None	Novell GroupWise			No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.09
INC000000264014	Holly Savage	Application	Error	Utah Works			Yes	4.96
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 4.96
INC000000264036	Terri Waters	Application	None	Utah Works			No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000264076	Kimberly Johnson	Application	Error	Novell GroupWise			No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000264084	Julie Turner	Network	Password	Novell Client for 32-bit Windows			Yes	1.36
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 1.65
INC000000264085	Ryan Hale	PC/Laptop	Hardware	None			No	0.00
	Metro D North Desktop Support	Ryan Casey	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 3.39
INC000000264086	Colby Dalton	Application	None	Utah Works			No	0.29
	Operations Production Control	Cal Brinton	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.73

Workforce Services

INC	Requester	Category	Type	Item		TIR Missed		TIR
INC000000264093	Siska Dastrup	Telecom	Voice Mail	None		TIR Missed: No	TIR:	0.14
	Voice Operations	Britany Finlay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.51
INC000000264094	Justin Sorenson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.06
INC000000264121	Linda Lundberg	Network	Performance	Microsoft Windows XP Professi		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.07
INC000000264126	Dennie Tsuya	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000264149	Ashley Nielsen	Application	Error	Utah Works		TIR Missed: Yes	TIR:	2.61
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.61
INC000000264151	Dennie Tsuya	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000264159	Connie Larsen-Frazier	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000264164	Koral Vasquez	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000264173	Justin Sorenson	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.06
INC000000264197	Greg Paras	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000264201	Jasmina Baxter	Application	Error	Collection Management System		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000264209	Mandy McKinnon	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.93
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.62
INC000000264217	Jeanne Miller	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.91
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.56
INC000000264231	Tricia Matz-Underwood	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000264249	Jonathan R Fatz	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000264259	Debbie Torres	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000264265	Dean Dickerson	Software	Application	Utah Works		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.15

Workforce Services

Incident	Requester	Category	Type	Item	Group/Assignee		TIR Missed	TIR	TTR Missed	TTR
INC000000264289	Sharon Holmes	Application	Error	None			No	0.00	No	2.01
	Rural Central Desktop Support	Richard Packer	Workforce Services		Low	Resolved				
INC000000264309	Roseanna Bills	None	None	None			No	0.00	No	0.83
	Metro A Desktop Support	Rodney Austin	Workforce Services		Low	Resolved				
INC000000264312	Mary Ann Keefer	None	None	None			No	0.00	No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services		Low	Resolved				
INC000000264339	Michelle W Christensen	Application	Error	Novell GroupWise			No	0.00	No	3.36
	Rural Central Desktop Support	Richard Packer	Workforce Services		Low	Resolved				
INC000000264356	Carolyn Christensen	Application	Error	State Payroll Time Entry System			No	0.00	No	0.14
	Metro A Help Desk	Ed Conrad	Workforce Services		Low	Resolved				
INC000000264362	Greg Paras	None	None	None			No	0.00	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services		Low	Resolved				
INC000000264366	Greg Paras	None	None	None			No	0.00	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services		Low	Resolved				
INC000000264369	Greg Paras	None	None	None			No	0.00	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services		Low	Resolved				
INC000000264370	Greg Paras	None	None	None			No	0.00	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services		Low	Resolved				
INC000000264371	Greg Paras	None	None	None			No	0.00	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services		Low	Resolved				
INC000000264381	Kristen Floyd	None	None	None			No	0.00	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services		Low	Resolved				
INC000000264390	Ryan Burton	Application	Error	Internet Explorer			No	0.00	No	0.00
	Metro D North Desktop Support	Ryan Casey	Workforce Services		Low	Resolved				
INC000000264396	Angelyn Garff	Application	Error	Utah Electronic Resource and E			No	0.00	No	0.00
	Metro D North Desktop Support	Ryan Casey	Workforce Services		Low	Resolved				
INC000000264414	Edina Cesko-Wilson	None	None	None			No	0.00	No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services		Low	Resolved				
INC000000264421	Cindy Jones	Application	Reporting	None			No	0.29	No	0.29
	Rural South Desktop Support	Scott Jesienouski	Workforce Services		Low	Resolved				
INC000000264435	Danielle Nelson	Print/Copy/Scan/Fax	Incident	None			Yes	8.82	Yes	8.82
	Metro B Desktop Support	Gary Graham	Workforce Services		Low	Resolved				
INC000000264439	Carina Larson	Telecom	Voice Mail	None			No	0.03	No	0.06
	Voice Operations	Annette Nielsen	Workforce Services		Low	Resolved				

Workforce Services

INC000000264461	Stephen Manzione	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000264470	Kirk Olsen	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.09
INC000000264499	Brad Anderson	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.71
INC000000264501	Yvette Woodland	PC/Laptop	Performance	None		TIR Missed: Yes	TIR:	1.13
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.14
INC000000264507	Jim Jensen	PC/Laptop	Error	None		TIR Missed: Yes	TIR:	1.03
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.89
INC000000264551	Greg Paras	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000264552	Greg Paras	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000264554	Greg Paras	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000264557	Greg Paras	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000264558	Greg Paras	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000264560	Mike Miller	Server	Performance	None		TIR Missed: No	TIR:	0.11
	Metro A Hosting	Chris Kunde	Workforce Services	Medium	Resolved	TTR Missed: Yes	TTR:	6.04
INC000000264561	Greg Paras	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000264563	Greg Paras	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000264564	Greg Paras	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000264566	Greg Paras	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000264569	Greg Paras	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000264578	Lida Khoshal	Application	Error	Collection Management System		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.28

Workforce Services

INC000000264586	Ruby Blank	None	None	None			TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved			TTR Missed: No	TTR:	0.00
INC000000264618	Jolene Costigan	Network	None	None			TIR Missed: No	TIR:	0.14
Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Resolved			TTR Missed: No	TTR:	0.14
INC000000264652	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No	TIR:	0.00
Help Desk	Eileen Dubach	Workforce Services	Low	Resolved			TTR Missed: No	TTR:	0.00
INC000000264655	Terresa L Graham	Remote Connectivity	Performance	None			TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved			TTR Missed: No	TTR:	0.03
INC000000264659	Toni C Ansel	None	None	None			TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved			TTR Missed: No	TTR:	0.00
INC000000264663	Toni C Ansel	None	None	None			TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved			TTR Missed: No	TTR:	0.00
INC000000264665	Juan Deliote	Telecom	Voice Mail	None			TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved			TTR Missed: No	TTR:	0.00
INC000000264666	Toni C Ansel	None	None	None			TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved			TTR Missed: No	TTR:	0.00
INC000000264668	Toni C Ansel	None	None	None			TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved			TTR Missed: No	TTR:	0.00
INC000000264669	Annie Sampho	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved			TTR Missed: No	TTR:	1.04
INC000000264691	Rene Meza	Application	Error	Content Manager			TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved			TTR Missed: No	TTR:	0.16
INC000000264693	Ashley Baker	Application	Error	None			TIR Missed: Yes	TIR:	1.47
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved			TTR Missed: No	TTR:	1.47
INC000000264698	Vicki Giesler	PC/Laptop	Error	None			TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved			TTR Missed: No	TTR:	3.38
INC000000264703	Rene Meza	None	None	None			TIR Missed: No	TIR:	0.00
Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved			TTR Missed: No	TTR:	0.00
INC000000264751	Garth Anderson	Application	Error	Utah Works			TIR Missed: No	TIR:	0.63
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved			TTR Missed: No	TTR:	0.63
INC000000264784	Kari L Allen	Application	Error	Utah Works			TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved			TTR Missed: No	TTR:	0.22
INC000000264791	Timothy Dye	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved			TTR Missed: No	TTR:	0.13

Workforce Services

INC000000264797	Bryan Kessinger	Application	Reporting	Utah Works Web Site	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.08
INC000000264801	Ralph Laub	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.45
INC000000264803	Theon Laney	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000264814	Kevin Burt	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000264818	Margie Mohler	Application	Error	Utah Works	TIR Missed: No	TIR:	0.60
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.60
INC000000264819	Michelle W Christensen	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.11
INC000000264854	Wayne Fillmore	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000264858	Stephen Lisonbee	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000264864	Stacie A Johnson	Application	Error	OpenOffice.org	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.34
INC000000264866	Becky Thacker	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.38
INC000000264889	Kaylee Ashdown	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.51
INC000000264930	Kaylee Ashdown	Application	Reporting	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000264943	Cory Olson	Application	Error	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.17
INC000000264954	Sarah Tolbert	Network	None	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.16
INC000000264986	Mark Knold	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.69
INC000000264997	Wayne Fillmore	Application	None	Adobe Reader	TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000264998	Jimmy Smith	Application	Password	eFIND/eSHARE	TIR Missed: No	TIR:	0.74
Application Support - EFIND	Anhkim Le	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	5.73

Workforce Services

INC000000265005	Scott A Stephens	Application	None	Microsoft Windows XP Professio	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 3.75
INC000000265024	Nidia Meza	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000265025	Timothy Dye	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000265083	Vanessa Washington	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.41
INC000000265092	Lonna G Wight	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000265094	Michelle Phillips	Application	Error	None	TIR Missed: No	TIR:	0.46
	Application Support - Data Warehou	Trent Ady	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.46
INC000000265095	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000265096	Joanna McNamee	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000265116	Michelle W Christensen	Application	None	Avaya IP Softphone	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.64
INC000000265119	Mike Simonson	Server	Error	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.04
INC000000265149	Robert Kelley	Server	Error	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.02
INC000000265162	Michelle Slaughter	Application	None	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.24
INC000000265175	Verlin Christensen	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.03
INC000000265177	Darcy Osborn	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.17
INC000000265185	Michelle W Christensen	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 2.14
INC000000265187	Danielle Nelson	Network	Performance	None	TIR Missed: No	TIR:	0.82
	Metro B Hosting	Paul Engberson	Workforce Services	Medium	Resolved	TTR Missed: No	TTR: 0.82
INC000000265190	Darcy Osborn	None	None	None	TIR Missed: No	TIR:	0.24
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.38

Workforce Services

INC000000265194	Michelle Slaughter	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.80
INC000000265195	Leora Lopez	Application	Error	ZENworks for Desktops	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.53
INC000000265202	Joe Edman	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.06
INC000000265206	Timothy Dye	Application	Reporting	FrontEnd	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.04
INC000000265212	Angela Madsen	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000265219	Marina Koker	Application	Error	Microsoft Word	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000265238	Carla Navarro	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.11
INC000000265245	Tammy M Cole	Application	Error	Content Manager	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.04
INC000000265247	Carla Navarro	Application	None	Computerized Unemployment B	TIR Missed: Yes	TIR:	1.59
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.98
INC000000265252	Michele White-Milgate	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000265267	Theresa Tann	Application	Error	Collection Management System	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000265297	Laurina Schouten	Network	Error	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.07
INC000000265304	Jerry Pruitt	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000265308	Terry Hansen	Application	Error	Collection Management System	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000265315	Danielle Nelson	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000265317	Sierra Roberts	Application	Password	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000265320	Theresa Tann	Application	Error	Collection Management System	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

| INC000000265322 | Karen Quackenbush | Network | Incident | None | TIR Missed: No | TIR: 0.54 |
| | Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 1.25 |

| INC000000265326 | Charise Asleson | Telecom | None | None | TIR Missed: No | TIR: 0.09 |
| | Voice Operations | Gail Christiansen | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 5.66 |

| INC000000265334 | Michelle W Christensen | Application | None | Microsoft Windows XP Profession | TIR Missed: No | TIR: 0.00 |
| | Rural Central Desktop Support | Richard Packer | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.23 |

| INC000000265374 | Laurina Schouten | Application | Error | content manager | TIR Missed: No | TIR: 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |

| INC000000265382 | Kristi Manseau | None | None | None | TIR Missed: No | TIR: 0.00 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |

| INC000000265387 | Timothy Chamberlain | PC/Laptop | Performance | Novell Client for 32-bit Windows | TIR Missed: No | TIR: 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |

| INC000000265408 | Kathy Martinez | None | None | None | TIR Missed: No | TIR: 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |

| INC000000265421 | Candace Rockwell | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: 0.00 |
| | Metro B Help Desk | Janet Hongsyvilay | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.02 |

| INC000000265451 | Brian Smith | Print/Copy/Scan/Fax | Error Code | None | TIR Missed: No | TIR: 0.00 |
| | Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.15 |

| INC000000265453 | Veronica Comandone | PC/Laptop | Hardware | None | TIR Missed: No | TIR: 0.00 |
| | Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.11 |

| INC000000265455 | Sheryl St Clair | PC/Laptop | Hardware | None | TIR Missed: No | TIR: 0.00 |
| | Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.08 |

| INC000000265456 | Brittany Jones | Application | Error | Content Manager | TIR Missed: No | TIR: 0.41 |
| | Application Support - Content Mana | Randall Ottesen | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.41 |

| INC000000265458 | Theon Laney | PC/Laptop | Hardware | None | TIR Missed: No | TIR: 0.00 |
| | Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.07 |

| INC000000265460 | Joe Edman | PC/Laptop | Error | Microsoft Windows XP Profession | TIR Missed: No | TIR: 0.00 |
| | Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.06 |

| INC000000265463 | Brad Kelstrom | Application | Error | Utah Works | TIR Missed: Yes | TIR: 19.96 |
| | Application Support - UWORKS | Eric Strong | Workforce Services | Low | Resolved | TTR Missed: Yes | TTR: 19.96 |

| INC000000265465 | Joanna McNamee | PC/Laptop | Performance | None | TIR Missed: No | TIR: 0.90 |
| | Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.90 |

| INC000000265466 | Melanie M Hales | None | None | None | TIR Missed: No | TIR: 0.31 |
| | Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 2.96 |

Workforce Services

INC000000265483	Melissa Bracken	Application	Reporting	Novell GroupWise	TIR Missed:	Yes	TIR:	1.68
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.69
INC000000265488	Karen Quackenbush	Telecom	Call/Receive	None	TIR Missed:	No	TIR:	0.16
	Voice Operations	Britany Finlay	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.26
INC000000265497	Kuuipo Malugau	PC/Laptop	Password	Active Directory Explorer	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000265504	Jodi Hicks	Application	Error	State Payroll Time Entry System	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.08
INC000000265514	Debbie Sheldon	Application	Error	None	TIR Missed:	Yes	TIR:	2.47
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	2.47
INC000000265516	Tino Gutierrez	Telecom	Voice Mail	Telephone	TIR Missed:	No	TIR:	0.08
	Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.14
INC000000265517	Debbie Sheldon	Application	Error	None	TIR Missed:	Yes	TIR:	2.40
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	2.40
INC000000265520	Cesar Salazar	Application	None	Microsoft Windows XP Professic	TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.88
INC000000265523	Terry MacFarlane	PC/Laptop	Hardware	None	TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	3.39
INC000000265532	Jocelyn Juber	Application	Error	Utah Works	TIR Missed:	Yes	TIR:	4.21
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	4.21
INC000000265536	Laurie Ocobock	Application	Error	Collection Management System	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.26
INC000000265585	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.02
INC000000265622	Anne Chase	Application	Error	Novell GroupWise	TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	2.57
INC000000265625	Mimose Montes	Application	Error	Utah Works	TIR Missed:	No	TIR:	0.00
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed:	Yes	TTR:	10.59
INC000000265672	Pat Paulson	Application	Error	None	TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	3.21
INC000000265680	Sue Ann Heino	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.81
INC000000265685	Jeri Uresk	Print/Copy/Scan/Fax	Error Code	None	TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.17

Workforce Services

INC000000265687	Shonie Barker	Application	Error	None		TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Workforce Services		Low	Resolved	TTR Missed:	No	TTR:	0.12
INC000000265704	Paula Johns	None	None	None		TIR Missed:	No	TIR:	0.00
Network Operations	Brian Chatwin	Workforce Services		Low	Resolved	TTR Missed:	No	TTR:	0.54
INC000000265710	Janet Howes	Application	Reporting	Utah Works		TIR Missed:	Yes	TIR:	9.31
Application Support - UWORKS	Eric Strong	Workforce Services		Low	Resolved	TTR Missed:	Yes	TTR:	9.31
INC000000265744	Joann Vanos	None	None	None		TIR Missed:	No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000265745	Rachel Gehring	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Workforce Services		Low	Resolved	TTR Missed:	No	TTR:	0.02
INC000000265748	Joann Vanos	None	None	None		TIR Missed:	No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000265750	Lynn Thomas	None	None	None		TIR Missed:	No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000265756	Kathy Hintze	None	None	None		TIR Missed:	No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000265757	Cesar Salazar	Application	Error	Novell GroupWise		TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Richard Packer	Workforce Services		Low	Resolved	TTR Missed:	No	TTR:	0.09
INC000000265764	Trudy Ellis	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services		Low	Resolved	TTR Missed:	No	TTR:	0.38
INC000000265774	Dyanna Butterworth	Application	Error	State Payroll Time Entry System	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services		Low	Resolved	TTR Missed:	No	TTR:	0.05
INC000000265812	Stanley Russell	Application	Error	State Payroll Time Entry System	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services		Low	Resolved	TTR Missed:	No	TTR:	0.27
INC000000265866	Jan Hunt	Remote Connectivity	Performance	None		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Resolved	TTR Missed:	No	TTR:	0.01
INC000000265883	Kasia Tuaitanu	Application	Password	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.30
Operations Production Control	Cal Brinton	Workforce Services		Low	Resolved	TTR Missed:	No	TTR:	0.30
INC000000265897	Peggy Killian	PC/Laptop	Error	None		TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Workforce Services		Low	Resolved	TTR Missed:	No	TTR:	0.79
INC000000265903	Tamra Tyler	PC/Laptop	Error	None		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services		Low	Resolved	TTR Missed:	No	TTR:	0.14
INC000000265914	Verner Iglesias	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.21
Rural Central Desktop Support	Richard Packer	Workforce Services		Low	Resolved	TTR Missed:	No	TTR:	1.22

Workforce Services

Incident	Name	Type	Category	System	TIR Missed	TIR	TTR Missed	TTR
INC000000265916	Dana Simper	PC/Laptop	Hardware	None	TIR Missed: No	0.00		
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No		0.44
INC000000265927	Carrie Tenifa	Application	Error	Collection Management System	TIR Missed: No	0.00		
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No		0.00
INC000000265942	Cesar Salazar	Application	Error	Novell GroupWise	TIR Missed: No	0.00		
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No		2.58
INC000000265954	Sherry Bird	PC/Laptop	Error	None	TIR Missed: No	0.00		
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No		0.13
INC000000265959	Verner Iglesias	Network	Password	Novell eDirectory	TIR Missed: No	0.00		
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Resolved	TTR Missed: No		0.28
INC000000265977	David Jensen	PC/Laptop	Performance	None	TIR Missed: No	0.00		
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No		0.00
INC000000265980	Lela King	Server	Performance	None	TIR Missed: No	0.00		
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No		0.00
INC000000265998	Jolyn Bevan	Application	Error	Contributions Automated Tax Sy	TIR Missed: No	0.47		
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No		0.75
INC000000266002	Michelle W Christensen	Telecom	Call/Receive	None	TIR Missed: No	0.13		
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: Yes		6.67
INC000000266007	April Gerber	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00		
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No		0.09
INC000000266020	Gregory Whittaker	None	None	None	TIR Missed: No	0.00		
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No		0.00
INC000000266022	Ashley Baker	Print/Copy/Scan/Fax	None	None	TIR Missed: Yes	1.40		
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No		1.40
INC000000266030	Gregory Whittaker	None	None	None	TIR Missed: No	0.00		
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No		0.00
INC000000266033	Gregory Whittaker	None	None	None	TIR Missed: No	0.00		
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No		0.00
INC000000266039	Dana Martinez	Network	Password	None	TIR Missed: No	0.00		
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No		0.14
INC000000266041	Kathy Jensen	None	None	None	TIR Missed: No	0.00		
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No		0.00
INC000000266052	Gregory Whittaker	None	None	None	TIR Missed: No	0.00		
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No		0.00

Workforce Services

INC000000266063	Candice Goodwin	Application	None	Collection Management System	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000266081	Laurel Morris	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Medium	Resolved	TTR Missed: No	TTR:	0.00
INC000000266083	Gregory Whittaker	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000266088	Junie Anderson	Application	Error	None		TIR Missed: No	TIR:	0.28
	Metro A Hosting	Tom Carney	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.28
INC000000266089	Gregory Whittaker	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000266092	Rebecca Pace	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.67
INC000000266095	Gregory Whittaker	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000266097	Gregory Whittaker	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000266108	Gregory Whittaker	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000266110	Linda Lundberg	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.24
INC000000266118	Gregory Whittaker	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000266124	Gregory Whittaker	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000266125	Ashley Johnson	Application	Error	Collection Management System	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.01
INC000000266128	Aimee Dimick	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.11
INC000000266147	Casey Erickson	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000266148	Lisa A Anderson	Application	None	Avaya CentreVu Supervisor		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000266179	Shawna Werner	Telecom	Voice Mail	None		TIR Missed: No	TIR:	0.12
	Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.21

Workforce Services

INC000000266194	Karly Jessop	None	None	None		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.29
INC000000266226	Verner Iglesias	Application	Password	Novell Messenger		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.05
INC000000266330	Sharon Peake	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Help Desk	Eileen Dubach	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000266366	Tricia Fuhriman	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.10
Application Support - EFIND	Anhkim Le	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.10
INC000000266408	Mary Zorn	Network	Password	None		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lane Adams	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000266409	Mary Zorn	Application	None	Adobe Flash		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lane Adams	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000266413	Ruthann Porter	Application	None	Adobe Flash		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lane Adams	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000266414	Susan Etzel	Application	None	Adobe Flash		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lane Adams	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000266416	Carol Hansen	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lane Adams	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000266424	Nan Powell	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.23
INC000000266442	Scott J Clark	None	None	None		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Jon Vanderwood	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000266495	Melissa McBride	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.02
INC000000266528	Nicole Steele	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.22
Application Services	Tony Larsen	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.44
INC000000266539	Cookie Chappell	Telecom	Dial Tone	None		TIR Missed: No	TIR:	0.51
Voice/Data/WAN Services	Spencer Blodgett	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.61
INC000000266567	Terry MacFarlane	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.12
INC000000266570	Bill Starks	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved		TTR Missed: Yes	TTR:	7.98
INC000000266601	Bradley Salmond	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00

Workforce Services

INC000000266609	Joe Edman	Telecom	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.06
INC000000266614	Jared Chamberlain	Application	Reporting	FrontEnd		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000266623	Joanna McNamee	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000266781	Tuesdee Thomson	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000266795	Randy J Thompson	Application	Password	Utah Master Directory		TIR Missed: Yes	TIR:	1.17
	Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.21
INC000000266819	Nikki Cox	Application	Error	PGP		TIR Missed: Yes	TIR:	1.97
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.97
INC000000266853	Heidi Torres	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.01
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000266855	Liz Lobato	Telecom	Dial Tone	None		TIR Missed: No	TIR:	0.08
	Voice Operations	Annette Nielsen	Workforce Services	High	Resolved	TTR Missed: No	TTR:	0.24
INC000000266857	Jolyn Bevan	PC/Laptop	Performance	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000266860	Jill Navidomskis	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.62
INC000000266862	Ryan Betts	Application	None	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.38
INC000000266865	Laura Carter	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.92
INC000000266877	Rebecca Weston	PC/Laptop	Error	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.22
INC000000266887	Candice Goodwin	Remote Connectivity	Performance	None		TIR Missed: No	TIR:	0.00
	Network Operations	Brian Chatwin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.74
INC000000266897	Tenzin Chazotsang	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.19
INC000000266899	Becky Thacker	Application	Error	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.46
INC000000266911	Jason J Burton	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000266913	Kimberley Taylor	Telecom	None	None		TIR Missed: No	TIR:	0.37
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	4.31
INC000000266919	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000266929	Connie I Fowler	Application	Error	Novell Messenger		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.05
INC000000266934	Brenda Jones	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.10
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.76
INC000000266938	Jolene Costigan	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000266939	Mary Ann Bird	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.55
INC000000266944	Michelle Mileski	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000266962	Rebecca D Anderson	Application	Error	None		TIR Missed: No	TIR:	0.58
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.58
INC000000266964	Ralph Laub	Application	None	Novell GroupWise 32-bit Windov	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.13
INC000000266975	Todd Jorgensen	Network	Incident	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000266994	Lyn Frohlich	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000267009	Leigh Page	Network	Error	None		TIR Missed: No	TIR:	0.30
	Network Operations	Brian Chatwin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.76
INC000000267029	Debra Warrington	Telecom	None	None		TIR Missed: No	TIR:	0.36
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	5.69
INC000000267040	Ann Stockham	None	None	None		TIR Missed: No	TIR:	0.65
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.67
INC000000267070	Sylvia Pineda	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.14
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.40
INC000000267072	Lyn Frohlich	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000267089	Todd Jorgensen	Application	Password	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.52

Workforce Services

INC000000267096	Amy Larsen	Application	None	Microsoft Windows XP Professio	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.41
INC000000267117	Nikki Cox	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.19
INC000000267121	Felicia Kinder	Telecom	Dial Tone	None	TIR Missed: No	TIR:	0.15
Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.16
INC000000267124	Joyce Burningham	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000267127	Barbara Garcia	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.10
INC000000267138	Shasta Rebol	Application	Error	Adobe Flash	TIR Missed: No	TIR:	0.32
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	5.01
INC000000267160	Leigh Page	Network	Password	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.47
INC000000267187	Vaiolini Poli	Application	Error	Collection Management System	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.08
INC000000267232	Kim Dinh-Nguyen	Telecom	Voice Mail	None	TIR Missed: No	TIR:	0.15
Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.19
INC000000267247	Carla Navarro	Application	Error	Computerized Unemployment B	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.57
INC000000267264	Kathryn Causey	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000267290	Mary Pannunzio	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000267297	Diane Hunter	Telecom	None	None	TIR Missed: No	TIR:	0.21
Voice Operations	Kelly Johnson	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.21
INC000000267308	Alan Dennis	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.71
INC000000267338	Brian Peirce	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.33
INC000000267354	Stacie A Johnson	Application	Error	Internet Explorer	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.45
INC000000267355	Dora Ward	Application	Password	Novell GroupWise	TIR Missed: No	TIR:	0.11
Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.25

Workforce Services

INC000000267357	Laura Ramos	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.62
INC000000267384	Joy Majors	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.11
INC000000267394	Nancy Nordlund	Application	None	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000267400	Melissa McBride	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000267410	Betty Betham	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000267414	Shane Young	Application	Error	Utah Works	TIR Missed: Yes	TIR:	5.30
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	5.30
INC000000267416	Linda Hansen	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000267425	Jim Jensen	PC/Laptop	Virus	None	TIR Missed: Yes	TIR:	1.65
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.66
INC000000267431	Julie Turner	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000267449	Leigh Page	Remote Connectivity	Performance	None	TIR Missed: No	TIR:	0.00
	Network Operations	Jack Bridwell	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.21
INC000000267490	Gaylene Pebley	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000267494	Toni C Ansel	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000267499	Elaine Jensen	Application	Error	Novell GroupWise 32-bit Window	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.26
INC000000267502	Kathy Hintze	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000267508	Kathy Hintze	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000267513	Kathy Hintze	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000267529	Kevin Burt	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Workforce Services								

INC000000267534	Brady Olsen	Application	Error	OpenOffice.org	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.91
INC000000267538	Phay Panh	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000267539	Phay Panh	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000267543	Dennis Broad	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.60
INC000000267582	Sean Glenn	None	None	None	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Jon Vanderwood	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000267583	Rachel Goss	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.38
INC000000267585	Stacy Anderson	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000267594	Jocelyn Griffin	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.14
INC000000267615	Alicia Rodgers	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.13
INC000000267631	LeAnn Hatfield	None	None	None	TIR Missed: No	TIR:	0.07
Help Desk	Sarah Johnson	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.30
INC000000267634	Tawnia Page	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.15
INC000000267639	Marles Oldroyd	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.91
INC000000267656	Kim Dinh-Nguyen	Application	Error	Novell GroupWise	TIR Missed: Yes	TIR:	1.33
Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.34
INC000000267660	Janet Butterfield	Network	Performance	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000267664	Connie Bell	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.10
INC000000267665	Leslie Henderson	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000267667	Greg Paras	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000267670	Matthew Larson	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000267671	Gerald Gappmayer	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000267674	Kim Auberger	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000267678	Leigh Page	Application	Error	Novell GroupWise 32-bit Windo		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.12
INC000000267698	Patrick Concepcion	Telecom	Voice Mail	None		TIR Missed: No	TIR:	0.19
	Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.22
INC000000267708	Clint Beebe	Application	Password	Novell Messenger		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.04
INC000000267739	Joanne Olson	Application	Error	Data Warehouse		TIR Missed: No	TIR:	0.24
	Application Support - Data Warehou	Shana Shirts	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.71
INC000000267754	Karen Quackenbush	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	TIR:	1.82
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	7.23
INC000000267757	Brian Smith	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000267759	Brent Newren	Application	Reporting	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000267776	Valerie Seidel	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.04
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.19
INC000000267780	Valerie Martin	Application	Password	PGP		TIR Missed: No	TIR:	0.05
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.62
INC000000267783	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000267801	Lynda Bonner	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.05
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.50
INC000000267804	Yvonne Krause	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.12
INC000000267805	Maricela Flores	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000267808	Jacki Randolph	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.90

Workforce Services

INC000000267815	Randy Simon	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.04
	Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.09
INC000000267817	Renae Christman	Network	Error	None		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.30
INC000000267832	Jefferson Barrett	Application	Reporting	None		TIR Missed: No	TIR:	0.13
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.13
INC000000267833	Bill Starks	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000267861	Susana Rollins	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.30
INC000000267868	Cheryl Butler	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.34
INC000000267870	Brent Newren	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000267874	Fran Cannard	Telecom	Call/Receive	None		TIR Missed: No	TIR:	0.24
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	6.64
INC000000267883	Stacy Anderson	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000267885	Brodie Panter	Network	Performance	None		TIR Missed: Yes	TIR:	1.10
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.47
INC000000267893	Darla Roberts	Application	Password	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.23
INC000000267897	Debbie Sheldon	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	TIR:	1.24
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.51
INC000000267920	Michael Hanley	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000267933	Mary Zorn	Application	Password	None		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000267957	Marion Eckersley	Application	Reporting	Collection Management System	TIR Missed: No	TIR:	0.09
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.29
INC000000267973	Jaimie Druk	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.99
INC000000267974	Joyce Henline	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

| INC000000267974 | Joyce Henline | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000268003 | Gary Newren | PC/Laptop | Error | None | TIR Missed: No | TIR: | 0.24 |
| Metro A Desktop Support | Mike Wilde | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 4.59 |

| INC000000268021 | Michelle W Christensen | Application | None | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.29 |

| INC000000268025 | Gary Newren | PC/Laptop | Error | None | TIR Missed: No | TIR: | 0.03 |
| Metro A Desktop Support | Mike Wilde | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 4.35 |

| INC000000268027 | Jolyn Bevan | None | None | None | TIR Missed: No | TIR: | 0.08 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.43 |

| INC000000268028 | Leonardo A Gramajo | Application | Error | None | TIR Missed: No | TIR: | 0.31 |
| Application Support - EFIND | Anhkim Le | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.60 |

| INC000000268031 | Cory Moss | PC/Laptop | Password | Active Directory Explorer | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000268036 | MaryJo Wright | Application | Error | State Payroll Time Entry System | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.14 |

| INC000000268037 | Jaimie Druk | PC/Laptop | Performance | None | TIR Missed: No | TIR: | 0.71 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 5.56 |

| INC000000268061 | Laurie Wittwer | Network | Incident | Novell ConsoleOne | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.14 |

| INC000000268065 | Danielle Nelson | Application | Password | Novell GroupWise 32-bit Window | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.09 |

| INC000000268076 | Ryan Betts | Application | Error | ZENworks for Desktops | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Richard Packer | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.47 |

| INC000000268107 | Brad Anderson | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Colin Bodkin | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.37 |

| INC000000268108 | Connie Shearwood | Application | Error | Internet Explorer | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Colin Bodkin | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.41 |

| INC000000268111 | Molly Morehouse | Application | Error | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Mike Wilde | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000268131 | Debbie Herr | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 4.01 |

| INC000000268154 | CindaLee Hall | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.90 |
| Operations Production Control | Duane Hardy | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.90 |

Workforce Services

INC000000268181	Michelle Bristol	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.09
INC000000268193	Carolyn Nay	Network	Password	Novell Messenger		TIR Missed: Yes	TIR:	1.71
	Application Services	Tony Larsen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	4.60
INC000000268195	Jodi Hicks	Remote Connectivity	Performance	None		TIR Missed: No	TIR:	0.00
	Network Operations	Brian Chatwin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.63
INC000000268208	Lanelle Windley	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000268224	Antonette Gray	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000268242	Debbie Sparks	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000268265	Lori Giacoletto	Application	Error	Collection Management System	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.34
INC000000268269	Mirela Mackovic	Application	Password	DWS Intranet		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000268275	Debbie Zaugg	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.05
INC000000268281	Tyler Montgomery	None	None	None		TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000268298	Anna Larson	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000268301	Erlinda Anderson	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.04
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.06
INC000000268314	Brent Fife	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000268323	Brent Fife	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000268324	Brent Fife	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000268396	Roberta Ivankovich	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000268410	Lucretia McQueen	Telecom	Voice Mail	None		TIR Missed: No	TIR:	0.16
	Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.20

Workforce Services

INC000000268411	Kym Ney	Application	Error	Collection Management System	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.11
INC000000268412	Leigh Page	None	None	None	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.72
INC000000268443	Steven Coray	Server	None	Utah Works	TIR Missed: No	TIR: 0.93
	Technical Lead/Project Manager	James Kammeyer	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.93
INC000000268449	Andrea Bo	Application	Error	Utah Works	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.26
INC000000268451	Debbie Herr	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000268466	Carrie Peterson	None	None	None	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:
INC000000268472	Debbie Sheldon	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.46
INC000000268478	Bret Lucas	None	None	PGP	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:
INC000000268549	Shawna Werner	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.33
INC000000268561	Debbie Herr	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000268564	Dorothy Williams	Application	Error	Utah Works	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000268578	Matthew Larson	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000268580	Steffanie Hicks	None	None	None	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000268597	Lyn Frohlich	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.17
INC000000268598	Rebecca Farnsworth	PC/Laptop	Performance	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.54
INC000000268602	Kim Auberger	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000268638	Joan Norton	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00

Workforce Services

INC000000268639	Mike Miller	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	6.32
INC000000268720	Lori Jacobazzi	Application	Reporting	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000268726	Christina Gale	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000268730	Claudia Lucero	Application	Error	Collection Management System		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000268734	Jacki Randolph	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.25
INC000000268739	Leyla Escobar	Application	Reporting	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000268753	Jesi Wasden	PC/Laptop	Performance	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000268760	Deborah Servis	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.74
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	5.24
INC000000268762	Mark Tilby	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.10
INC000000268771	Lesa Westfall	Application	None	Utah Works Web Site		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000268772	Desiree Jones	Telecom	Feature	Avaya CentreVu Supervisor		TIR Missed: No	TIR:	0.13
	Voice Operations	Lois Schow	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.87
INC000000268774	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000268785	Sarah Tolbert	Application	Reporting	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000268791	Barbara R Peterson	Telecom	None	Telephone		TIR Missed: No	TIR:	0.11
	Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.18
INC000000268799	Donna Ferrozzo	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.43
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.91
INC000000268800	Shane Young	PC/Laptop	Error	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000268803	Jonathan Parrish	Remote Connectivity	Performance	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.07

Workforce Services

INC000000268818	Wayne Fillmore	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000268822	Shirley Renz	Application	Error	Collection Management System		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.10
INC000000268824	Lori Jacobazzi	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.07
INC000000268829	Michelle Mileski	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000268838	Jaimie Druk	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000268852	Michelle W Christensen	Telecom	Voice Mail	None		TIR Missed: No	TIR:	0.18
	Voice Operations	Julie Sabato	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.88
INC000000268866	Sharen Welsh	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000268869	Robert Andra	Application	Error	Collection Management System		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000268876	Pam Malone	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	TIR:	1.34
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.51
INC000000268883	Dawna Blackett-Lopez	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.12
INC000000268897	Scott Butterfield	Application	Password	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.09
INC000000268917	Keith Frank	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.18
INC000000268920	Siska Dastrup	Telecom	Feature	Telephone		TIR Missed: No	TIR:	0.13
	Voice Operations	Kelly Johnson	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.51
INC000000268925	Mike Cross	Telecom	Feature	Telephone		TIR Missed: No	TIR:	0.08
	Voice Operations	Kelly Johnson	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.46
INC000000268947	Mary Cavanaugh	PC/Laptop	Virus	None		TIR Missed: No	TIR:	1.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.08
INC000000268958	Koral Vasquez	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000268959	Lesa Westfall	Application	None	Utah Works Web Site		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000268967	Katie Helm	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000268969	Jason J Burton	Application	Password	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000268973	Mike Donegan	None	None	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.92
INC000000268986	Toni Sierra	Telecom	Hardware	None	TIR Missed: No	TIR:	0.46
	Voice/Data/WAN Services	Mike Johnson	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.46
INC000000268990	Ellen Horton	Application	Error	Content Manager	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.11
INC000000268996	Kathleen Leiker	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000269005	Brad Smith	Application	Password	Active Directory Explorer	TIR Missed: No	TIR:	0.25
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.38
INC000000269015	Jill Kunde	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000269019	Isabel Souza	PC/Laptop	None	ZENworks for Desktops	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000269021	Leeann Madsen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000269040	Nicole Wily	Application	Reporting	eFIND/eSHARE	TIR Missed: No	TIR:	0.42
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.56
INC000000269050	Judy Mattinson	Application	Reporting	Computerized Unemployment B	TIR Missed: No	TIR:	0.64
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.88
INC000000269065	Brenda Gallegos	Application	Error	Collection Management System	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.35
INC000000269066	Illeen Beck	Application	Error	Collection Management System	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.08
INC000000269072	Linda Hansen	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000269074	Tyler Montgomery	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR:	0.04
	Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.56
INC000000269079	Tom Turley	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR:	0.17
	Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.49

Workforce Services

INC000000269080	Fredrick Ntabwoba	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.15
	Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.50
INC000000269103	Brad Smith	Application	Password	Active Directory Explorer		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000269112	Leora Lopez	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000269126	Donna Collins	None	None	None		TIR Missed: Yes	TIR:	7.06
	Application Support - APEX	Bonnie Snider	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	14.12
INC000000269128	Brad Smith	Application	Password	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000269148	Erlinda Anderson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.01
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.84
INC000000269176	Laurie Parkin	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.96
INC000000269193	Debbie Stavros	Application	Error	Collection Management System		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000269194	Sumiko Anderson	Application	Error	DWS Web		TIR Missed: Yes	TIR:	1.26
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.80
INC000000269227	Shantelle Flint	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000269233	Amber Trussell	Application	Error	Adobe Flash		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000269243	Steffanie Hicks	Application	Error	Mozilla Firefox		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000269253	Bryan Kessinger	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000269256	Jeremy Robinson	PC/Laptop	None	Collection Management System		TIR Missed: No	TIR:	0.06
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.15
INC000000269273	Sandy Terry	Application	Error	None		TIR Missed: No	TIR:	0.06
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.11
INC000000269287	Brian Thatcher	None	None	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000269289	Veronica Wian	None	None	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	

Workforce Services

| INC000000269292 | Kris Schneider | None | None | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.18 |

| INC000000269314 | Donna Ferrozzo | Print/Copy/Scan/Fax | Incident | None | | TIR Missed: No | TIR: | 0.51 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 2.48 |

| INC000000269316 | Vivian Brown | None | None | None | | TIR Missed: No | TIR: | 0.12 |
| Operations Production Control | Duane Hardy | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.19 |

| INC000000269331 | Rod Barlow | None | None | Content Manager | | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Troy Morris | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.06 |

| INC000000269366 | Jacqueline Parker | Application | Error | Novell GroupWise | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.15 |

| INC000000269369 | Jody McMillan | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000269370 | Kathy Hintze | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000269383 | Dawn Lay | Application | Error | Collection Management System | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.15 |

| INC000000269414 | Laura Ramos | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000269417 | Brittany Jones | Application | Error | Internet Explorer | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.77 |

| INC000000269428 | Kaylee Ashdown | PC/Laptop | Error | None | | TIR Missed: No | TIR: | 0.03 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.74 |

| INC000000269436 | Debbie Stavros | PC/Laptop | Error | None | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.15 |

| INC000000269442 | Juan Flores Esmenjaud | Application | Error | Collection Management System | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.03 |

| INC000000269446 | Siska Dastrup | Telecom | Voice Mail | None | | TIR Missed: No | TIR: | 0.73 |
| Voice Operations | Annette Nielsen | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.80 |

| INC000000269476 | Christopher Myers | Network | Incident | None | | TIR Missed: No | TIR: | 0.13 |
| Security | Bart Grant | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.23 |

| INC000000269478 | Isabel Souza | Application | None | None | | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Mike Wilde | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000269510 | Vivian Olson | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.13 |

Workforce Services

INC000000269518	Colleen Fitzgerald	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000269521	Claudia Lucero	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000269523	Mark Allen Peterson	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.99
INC000000269527	David Blackhurst	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.88
INC000000269528	Vilma Flores	Application	Error	Collection Management System	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.49
INC000000269529	Leslie Henderson	None	None	None	TIR Missed: No	TIR:	0.30
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.30
INC000000269539	Leslie Henderson	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000269547	Timothy Dye	Application	Reporting	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.10
INC000000269548	Simone Ongoongotau	Application	Error	ZENworks for Desktops	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.07
INC000000269550	Leyla Escobar	Application	Error	ZENworks for Desktops	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.04
INC000000269568	Sarah Tolbert	Application	Error	Novell ConsoleOne	TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000269672	Matthew Jacobsen	Network	Password	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000269686	Jan Hunt	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.29
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.29
INC000000269688	Heidi Torres	Application	Password	None	TIR Missed: No	TIR:	0.18
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.19
INC000000269693	Heidi Torres	Application	Password	None	TIR Missed: No	TIR:	0.19
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.19
INC000000269703	Mike Rice	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.11
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.11
INC000000269721	Leyla Escobar	Application	Error	Java Platform SE	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.03

Workforce Services

INC000000269724	Mary Gehman-Smith	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.15
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.36
INC000000269727	Maugasola Tua	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000269728	Kevin Shingleton	Telecom	Dial Tone	None	TIR Missed: No	TIR:	0.18
Voice Operations	Kelly Johnson	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.40
INC000000269730	Rachana Keo	Telecom	Dial Tone	Telephone	TIR Missed: No	TIR:	0.16
Voice Operations	Kelly Johnson	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.35
INC000000269739	Sharon Lowe	Application	Error	Content Manager	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.17
INC000000269741	LeAnn Hatfield	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.77
Application Services	Tony Larsen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.93
INC000000269744	Julianne Whitney	Telecom	Dial Tone	None	TIR Missed: No	TIR:	0.06
Voice Operations	Kelly Johnson	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.21
INC000000269760	Kevin Shingleton	Telecom	Dial Tone	None	TIR Missed: No	TIR:	0.13
Voice Operations	Kelly Johnson	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.90
INC000000269774	Alex Zenner	Network	Error	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.14
INC000000269786	James Stavros	Server	Performance	None	TIR Missed: No	TIR:	0.76
Rural South Desktop Support	Lance Nay	Workforce Services	Medium	Resolved	TTR Missed: No	TTR:	0.76
INC000000269788	Laurina Schouten	Application	Error	DWS Intranet	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000269789	Helen Draper	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000269809	Kent Naisbitt	Telecom	Dial Tone	Telephone	TIR Missed: No	TIR:	0.47
Voice Operations	Kelly Johnson	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.66
INC000000269815	Milton Olsen	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.55
INC000000269819	David Ostrom	Application	Reporting	Microsoft Office	TIR Missed: No	TIR:	0.20
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.19
INC000000269822	Helen Draper	Application	Password	Utah Master Directory	TIR Missed: No	TIR:	0.09
Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.10
INC000000269831	Jill Navidomskis	None	None	None	TIR Missed: No	TIR:	0.09
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.09

Workforce Services

INC000000269834	Vanessa Washington	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.06
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.06
INC000000269839	Lillie Coleman	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000269840	Sharon Peake	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000269853	Stacy Eastman	Application	Error	Collection Management System		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000269859	Tricia Cox	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000269862	Laurel Morris	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000269879	Russell King	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.04
INC000000269881	Debbie Sparks	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000269893	Gerald Gappmayer	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000269896	Ashley Baker	Application	Error	None		TIR Missed: No	TIR:	0.64
	Technical Lead/Project Manager	Bart Purser	Workforce Services	Medium	Resolved	TTR Missed: No	TTR:	2.15
INC000000269902	Milton Olsen	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000269904	Chris Baker	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.23
	Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.37
INC000000269907	Lance Soffe	None	None	None		TIR Missed: Yes	TIR:	1.43
	Technical Lead/Project Manager	Bart Purser	Workforce Services	Medium	Resolved	TTR Missed: No	TTR:	1.98
INC000000269912	Gerald Gappmayer	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000269913	Gerald Gappmayer	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000269936	Mary McConaughy	Telecom	None	None		TIR Missed: No	TIR:	0.04
	Voice Operations	Kelly Johnson	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.21
INC000000269954	Melissa Romero-McKean	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.02
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.18

Workforce Services

INC000000269965	Jaime Henriquez	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000269968	Cheryl Bakker	Application	Error	Content Manager		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.15
INC000000269974	David Blackhurst	Application	Reporting	Computerized Unemployment B		TIR Missed: No	TIR: 0.81
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 3.63
INC000000269976	Michael A Mills	PC/Laptop	Password	None		TIR Missed: No	TIR: 0.11
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.11
INC000000270000	Janet Cole	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.35
INC000000270016	Eileen Rivera	Telecom	None	None		TIR Missed: No	TIR: 0.31
	Voice Operations	Kelly Johnson	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.07
INC000000270026	Marion Davis	PC/Laptop	Performance	None		TIR Missed: Yes	TIR: 1.21
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 2.38
INC000000270043	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000270075	Lauren Barker	Application	Error	Utah Works Web Site		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.19
INC000000270097	June Conn-Solomon	Application	Error	Utah Works		TIR Missed: No	TIR: 0.61
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.61
INC000000270156	Kathy Jensen	Application	Error	None		TIR Missed: No	TIR: 0.23
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.24
INC000000270157	June Conn-Solomon	Application	Error	Content Manager		TIR Missed: No	TIR: 0.00
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.50
INC000000270199	Sue Ann Heino	Application	Error	Utah Works		TIR Missed: Yes	TIR: 4.45
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 4.45
INC000000270241	Daisha Montgomery	Application	Error	Utah Works Web Site		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.44
INC000000270255	Crystal Neil	Application	Error	Collection Management System		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000270310	Shauna Scott-Bellaccomo	Telecom	Hardware	None		TIR Missed: No	TIR: 0.57
	Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.57
INC000000270323	Jolie Bevers	None	None	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Application Services	Martin Gonzalez	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.07

Workforce Services

INC000000270331	Carol Guymon	None	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 2.00

INC000000270333	Jefferson McClellan	None	None	DWS Intranet	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.98

INC000000270336	Sherida Hicks	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.19

INC000000270343	Cherice Bridges	None	None	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.93

INC000000270351	Claudio Arancibia	Application	Error	Novell Messenger	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00

INC000000270358	Jared Price	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.15
	Application Services	Martin Gonzalez	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 2.54

INC000000270372	Greg Paras	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00

INC000000270377	Jackie Williams	Application	Error	None	TIR Missed: Yes	TIR:	1.24
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.24

INC000000270379	Nancy Robison	Application	Error	Financial Information Network	TIR Missed: No	TIR:	0.83
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 2.99

INC000000270415	John T Mathews	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.22

INC000000270426	Carolyn Davis	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00

INC000000270429	Ryan Hale	Application	Reporting	Content Manager	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00

INC000000270445	Susy M Westphal	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00

INC000000270472	Danielle Nelson	None	None	None	TIR Missed: No	TIR:	0.15
	Metro A Hosting	Tom Carney	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.35

INC000000270474	Dorothy Williams	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Hosting	Tom Carney	Workforce Services	Low	Resolved	TTR Missed: No	TTR:

INC000000270475	Evelyn Gonzales	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.25

INC000000270483	Stacy Neal	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.13
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.23

Workforce Services

INC000000270485	Kevin Burt	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000270485	Kevin Burt	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000270491	Laurina Schouten	Application	Reporting	Content Manager	TIR Missed: No	TIR:	0.25
Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.25
INC000000270595	Sherra Lynn Westover	Network	Password	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.05
INC000000270637	Sandra Pyper	Application	Error	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000270639	Randi Bell	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.27
INC000000270645	Paula Johns	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000270649	Connie Green	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.04
INC000000270655	Cathy Bell	Application	Error	None	TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000270657	Sandy Terry	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000270658	Tammy M Cole	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.06
INC000000270667	Melissa Atkin	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.07
INC000000270672	Shane Ross	Application	Error	State Payroll Time Entry Systen	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.19
INC000000270674	Kim Hathaway	Application	Error	None	TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lane Adams	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000270678	Debbie Garretson	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.02
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.04
INC000000270680	Kasandra Asay	Application	Error	Data Warehouse	TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lane Adams	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000270681	Vicki J Jensen	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lane Adams	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000270684	Meghan Greer	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.02
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.03

Workforce Services

INC000000270692	Mandy Petersen	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.01
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.02
INC000000270694	Casey Maldonado	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.01
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.02
INC000000270697	David Chatterley	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.02
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.03
INC000000270701	Melanie Merrill	Application	Error	Utah Works		TIR Missed: No	TIR: 0.02
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.02
INC000000270706	Trisha Ocasio	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.01
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.01